

## Voicemail Setup

Start by logging into your voicemail box.

- Option 1: Locate and press the Voicemail button on your handset (looks like an envelope)
- Option 2: Dial \*97
- Accessing voicemail from off campus:
  - Dial your full telephone number.
  - When your voicemail picks up, press star (\*).
  - Follow the prompts and enter your password.

It will ask you for your password. Your starting password is the last four digits of your phone number. Enter in those numbers followed by the pound symbol (#).

After logging in, you will be guided through a first time setup for your various voicemail options.

- It will ask you for your name. State your name, followed by the pound symbol (#). You will then have 3 options to choose from:
  1. Press 1 - Accept-accepting the message that you recorded
  2. Press 2 - Listen-allows you to listen to the message that you recorded
  3. Press 3 - Re-record-allows you to re-record your message if you're unhappy with it
- Next, it will ask you for your voice mail greeting. Record a generic voicemail message, followed by the pound symbol (#). You will then have 3 options to choose from:
  1. Press 1 - Accept-accepting the message that you recorded
  2. Press 2 - Listen-allows you to listen to the message that you recorded
  3. Press 3 - Re-record-allows you to re-record your message if you're unhappy with it
- After that, it will ask you for a busy message. Record a short busy message, followed by the pound symbol (#). You will then have 3 options to choose from:
  1. Press 1 - Accept-accepting the message that you recorded
  2. Press 2 - Listen-allows you to listen to the message that you recorded

3. Press 3 - Re-record-allows you to re-record your message if you're unhappy with it
- Lastly, you will be asked to set a new password. You may choose to keep your current password (last four digits of your phone number) or you may set a new password. Input your new password, followed by the pound symbol (#). You will be asked to put this in twice for verification.

With your first time setup complete, you will be brought to the main menu. Here, you are given various options that will help you navigate through your mailbox. These options are:

Press 2 – Change Folders

Press 3 – Advanced Options

Press 0 – Mailbox Options

Press (\*) – Help

Press (#) – Exit

Here's a more in depth look for each option:

- Press 2 – Change Folders. This option will allow you to change various folders where your voicemails are kept. Here are the prompts you are given:
  - Press 0 – New Messages. This folder is set to contain any new voicemails you may have.
  - Press 1 – Old Messages. This folder is set to contain old voicemails that you haven't listened to or deleted.
  - Press 2 – Work Messages. This folder is set to contain messages from your workplace.
  - Press 3 – Family Messages. This folder is set to contain messages from family should they try to get ahold of you.
  - Press 4 – Friends Messages. This folder is set to contain messages from friends should they try to get ahold of you.
  - Press (#) – Cancel. This will bring you back to the main menu.
- Press 3 – Advanced Options

- Press 5 – Leave Message. This will allow you to leave a message for yourself.
- Press (\*) – Return to main menu
- Press 0 – Mailbox Options. This will allow you to make changes to your current mailbox such as change your voicemail greeting or change your password.
  - Press 1 – Record Unavailable Message. Record your normal voicemail greeting, followed by the pound symbol (#). You will then have 3 options to choose from:
    1. Press 1 - Accept-accepting the message that you recorded
    2. Press 2 - Listen-allows you to listen to the message that you recorded
    3. Press 3 - Re-record-allows you to re-record your message if you're unhappy with it
  - Press 2 – Record Busy Message. Record your short busy message, followed by the pound symbol (#). You will then have 3 options to choose from:
    1. Press 1 - Accept-accepting the message that you recorded
    2. Press 2 - Listen-allows you to listen to the message that you recorded
    3. Press 3 - Re-record-allows you to re-record your message if you're unhappy with it
  - Press 3 – Record Your Name. Record your name, followed by the pound symbol (#). You will then have 3 options to choose from:
    1. Press 1 - Accept-accepting the message that you recorded
    2. Press 2 - Listen-allows you to listen to the message that you recorded
    3. Press 3 - Re-record-allows you to re-record your message if you're unhappy with it
  - Press 4 – Record a Temporary Message. This will temporarily override your normal greeting message. Record your message, followed by the pound symbol (#). You will then have 3 options to choose from:
    1. Press 1 - Accept-accepting the message that you recorded

2. Press 2 - Listen-allows you to listen to the message that you recorded
  3. Press 3 - Re-record-allows you to re-record your message if you're unhappy with it
- Press 5 – Change Password. Enter your new password, followed by the pound symbol (#). You will be asked to put this in twice for verification.
  - Press (\*) – Return to Menu
  - Your temporary message will continue to override all other messages unless prompted to be changed or cleared. In order to do this, enter into your mailbox like normal and press 0 for Mailbox Options. You will be alerted through the process that your Temporary Message is active. After that, press 4 to enter your Temporary Message. You will be given two options:
    1. Press 1 – Change your Temporary Message. This keeps your temporary message active but allows you to change what it says.
    2. Press 2 – Remove your Temporary Message. This will delete your temporary message and resume your normal messages.