

# Voicemail User Guide

To Access Your Voicemail:

## From Your Desk:

Press the sft VMail button

## From another (on-campus) system telephone:

1. Dial 4+ your voicemail box number
2. Press # (Pound) when your mailbox greeting plays
3. Enter password

## From (off campus) outside the office:

1. Dial your phone number (541-956-xxxx, 541-245-xxxx, 541-608-xxxx)
2. Press # (Pound) when the Main Greeting plays
3. Enter your mailbox and password

The first time you access your mailbox, a tutorial helps you record a personal password, your mailbox name, and your greeting. **Please record your mailbox name** as this will allow the *spell by name* option to find you from RCC's auto attendant.

- The first time you enter your mailbox, the default password is *0000*.
- \* (*Star*) is universal throughout the system to cancel selection and to go back one step.

## Mailbox Setup Options for Greetings

### Change/Update your standard (default) Greeting:

1. Enter your mailbox
2. From your Main Menu, press 4 for Personal Options (soft touch phone press 3)
3. Press 2 for Greetings
4. Press 1 for default greeting
5. Press 2 to listen to your greeting
6. Press 3 to re-record your greeting
7. Press 4 to delete your greeting
8. Press \* to cancel

### To Record an Extended Absence Greeting:

1. Enter your mailbox
2. From your Main Menu, press 4 for Personal Options (soft touch phone press 3)
3. Press 2 for Personal Greetings
4. Press 2 for Extended Absence Greeting
5. Press 1 to activate your Extended Absence Greeting
6. Press 2 to listen to your greeting
7. Press 3 to record your greeting
  - a. To activate your EAG press 1
8. Press 4 to delete your greeting
9. Press \* to cancel

When an Extended Absence Greeting is turned on, you will be prompted to retain or delete it when you enter your mailbox.

## To Change a Password

1. Enter your mailbox
2. From the Main Menu, press 4 for Personal Options (soft touch phone press 3)
3. Press 4 for your password

4. Enter your new password (4 digits)
5. Enter your new password again to set it

### To Change Your Name:

1. Enter your mailbox
2. From the Main Menu, press 4 for Personal Options (soft touch phone press 3)
3. Press 3 for your name
4. Press 1 to listen to your name
5. Press 2 to record your name
6. Press 3 to delete your name
7. Press \* to cancel

### To Retrieve Your Messages:

1. Enter your mailbox
2. The recording will start to play to let you know how many NEW and SAVED messages you have.
3. **NEW** Messages:
  - a. It will automatically start playing any new messages
  - b. Press 1 to save the message
  - c. Press 2 for next message
  - d. Press 3 to delete a message
4. **SAVED** Messages
  - a. Press 1 to listen to your messages
  - b. Press 2 for saved messages
  - c. Press 3 to delete a message
  - d. Press 0 for more options
    - i. Press # (pound) to repeat messages
    - ii. Press 7 to reply/redirect the message
    - iii. Press 8 for envelope information
    - iv. Press 9 for speed and volume options

### To Leave a Message at a Phone

1. Ring phone first:
  - a. Dial desired extension number.
  - b. Leave message at the prompt.
2. Bypass ringing phone:
  - a. Dial 4 + extension number.
  - b. Leave message at the prompt

-OR-

1. Enter your mailbox
2. From the Main Menu, press 2 to make a New Message
3. Record your message, press any key to stop recording
4. Enter a mailbox extension number
5. Press # (pound) to Send
6. Hang up

NOTE: Press \* (star) to bypass listening to greeting

### To Transfer a Call Directly to an Extension's Voicemail

1. While connected to the call
2. Press sft Trans
3. Dial the extension number
4. Hang up

-OR-

1. If you want to announce the call, press the sft normal button, wait for the extension to answer, announce the call and hang up. As soon as you hang up the call is immediately connected.
2. To reconnect to the caller, press the sft CANCEL button.