Voice Mail Instructions

The temporary password for new Voice Mail mailboxes is: “Your 7 Digit Phone number” For example: 6561234 (this must be keyed in, not spoken)

VOICE MESSAGING SYSTEM

INTRODUCTION

Welcome to the Clemson University voice messaging system. You are about to discover just how simple and efficient communication can be. Now you can play, send, answer, and forward voice messages, from any touch-tone phone, 24 hours a day.

The best way to learn how to use the system is to play with it. There's nothing to memorize. Don't worry about making a mistake. Changes you make are not permanent; you can always change them again. Listen to and follow the voice prompts. Be sure to firmly depress each key on your telephone keypad.

You are ready to begin. Once you've had a little experience using the system, you'll find the voice prompts are all you need to guide you through the options available.

Please note that depending on how your mailbox is configured, you may not have all of the options described in this guide.

SETTING UP YOUR MAILBOX

When you access your mailbox for the first time, a user tutorial automatically activates. Please dial 656-1058 and a tutorial will guide you through your first mailbox session, explain how to record a greeting and your name, and prompt you to change your temporary password. Your temporary password is your phone 7 digit phone number.

PLEASE BE PATIENT AND LISTEN FOR ALL PROMPTS BEFORE YOU HIT ANY KEYS!!

Password:
You will be prompted for your password before accessing your mailbox, your temporary password is your 7 digit phone number. During the tutorial, you will be prompted to change your temporary password to a number with 4 to 10 digits. Please define a password that you can remember, but do not select something trivial such as the phone number or "1234".

Name:
The system will ask you to record your name. This is to confirm your mailbox number whenever someone addresses a message to you.
Department Name:
You will be asked to record your department name. This is to confirm the department that you work for.

Greetings:
You will be asked to record your unavailable message. For example, "Hello, this is (your name). I'm not available right now, but please leave me a detailed message and I will return your call as quickly as possible."

PLAYING MESSAGES

Press 1 to Play Messages

NOTE: The basic mailbox provides a maximum of 20 one-minute messages. When you access your mailbox to retrieve your messages, the system first tells you how many messages you have. ("You have two messages.") Your new messages will automatically be played first.

WHEN YOU HAVE FINISHED LISTENING TO A MESSAGE, YOU CAN:

- Press 2 to change mailbox folders. This is where you would get any old messages that you have not deleted or any saved messages.
- Press 3 to enter advanced options then press the 1 key to reply the person who sent the message. When you are finished recording your answer press the # key or hang up.
- Press 5 to play the message again
- Press 7 to delete the message.
- Press 8 to forward the message to another mailbox. The system will also give you the opportunity to record additional comments before sending the message to someone else. When you have added your comments, press # key to send your message and continue with your session.
- Press 9 to save the message. Saved messages cannot be accessed until you have skipped through your unplayed messages.
- Be careful not to discard a message until AFTER you have answered or given it to someone else. If you accidentally discard a message, BEFORE you hang up, you can retrieve it by replaying your messages and you will have the option to press 7 to undelete the message.

ACCESSING YOUR MAILBOX
To check your mail box from YOUR phone:

1. Press your VM button or dial the system access number: 656-1058
2. Enter your password when prompted followed by the # key.

IF YOU DO NOT HAVE A MESSAGE WAITING BUTTON ON YOUR PHONE AND DO NOT WANT TO REMEMBER 2 NUMBERS /INSTRUCTIONS, YOU CAN USE THE INSTRUCTIONS BELOW TO CHECK YOUR MESSAGES FROM ANY PHONE INCLUDING YOUR DESK PHONE.

To check your mail box from anywhere other than your phone: (e.g. home or another office.)

1. Dial the system access number: 656-1062
2. Enter your mailbox (telephone) number followed by the # key.
3. Enter your password when prompted followed by the # key.

USER OPTIONS

Press 0 for User Options

The user options menu allows you to change your greetings, record your name, define your password.

- Press 0 to access the User Options from the main menu, GREETINGS, NAME AND PASSWORD When you first set up your mailbox, you recorded a greeting and your name and selected a password. The User Options menu (0 key) allows you to change these at any time so press 0 and then choose from the options below.
- Press 1 to Record your unavailable message.
- Press 3 to Record your name.
- Press 4 to Record your temporary greeting.
- Press 5 to Change your password.

FORWARDING PHONE TO VOICEMAIL
To forward your phone directly to voice mail, do what you would typically do but use 656-1057.