

VOICE MAIL & TELEPHONE USER GUIDE

VOICE MAIL USER GUIDE

SETTING UP YOUR MAILBOX: New users enter **3000** from your phone.

A tutorial will instruct you through the initial setup process.

ACCESSING YOUR MAILBOX:

When you call from your own extension:

- Dial extension 3000.
- Enter your security code (which you picked when you first set-up your box).
- If you are a first time user, the default password will be 9999.

When you call from off campus:

- Dial (973) 618-3000.
- During the greeting, enter your Mailbox ID number (9+extension number).
- Enter your security code.

While playing a message you can use the following shortcuts:

- 3#** to repeat the message
- 35** to check the next message
- 36** to delete it
- 37** to archive it
- 38** for the time stamp
- 39** to redirect it
- 30** to save it as a new message.



Messages will be automatically saved for 7 days. If you choose to archive it, it will be saved for 30 days. After 30 days it will be automatically deleted.

To transfer a call directly to a person's voice mail box, press the **TRANS/CONF** key, dial **3000**. When voice mail asks for your security code, press #, then enter the extension number followed by a "2" (with no pause) and hang up.

To place a message directly into a person's voice mail box, dial **3000**, wait for the system to ask for security code, press #, then enter the extension number followed by a "2"(with no pause). You will hear the person's personal greeting . . . press "*" to skip right to the beep and record your message.

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To place a call,

For campus extensions, dial the 4-digit extension.

For local calls, dial 7 + the 10 digit number.

For long distance calls, dial 7 + 1 + 10 digit number.

Redial can be used for off-campus calls.

To Transfer a call,

Do not press HOLD.

Press the **TRANS/CONF** key; dial the extension number, (if you wish to announce the call, wait for the extension to pickup). To complete the transfer, hang up.

NOTE: if the call was not answered, busy, went to Voice Mail, or was misdialed, press the **CANCEL** key to return to the caller.

To set up a Conference Call,

Do not press HOLD.

Press the **TRANS/CONF** key, dial the extension number, speak privately, announce the conference, press **TRANS/CONF** again to connect all parties. Repeat the process for additional parties. Use **CANCEL** if someone is not available for conference.

To answer a specific phone which is ringing, Dial ****3** + the ringing extension number.

To set up a Callback, establish the connection (either busy or no answer), press **CALLBACK** (on the display), then hang up. When both phones are available, your set will ring. When you lift the handset the other phone will ring.