

Phone – Voicemail

All faculty and staff have voicemail accounts. A preliminary phone list will be included in the packet of information given out at the start of the year. Basic instructions follow, but see Lisa for more detailed information on phone use.

As a faculty or staff member, you are expected to attend to three items in the voicemail system: your PASSWORD, NAME and GREETING. Your NAME should be simply that, plus your voicemail number. The GREETING is the message people will hear when they reach your voicemail account. There are three greeting types in this system, and setting each of them is done in the “Mailbox Options” menu.

1. **The “unavailable message” is the most important.** It is your normal message when you are away from the phone or on the phone. Please create a brief, professional-sounding message that will be heard by callers inside and out of the NYA community.
2. You could create a separate “busy message” can play to the caller if you are on the phone, but this is not necessary (optional directions are in Step 4 below).
3. The third type of greeting is a temporary greeting, such as “I will be away for the week of September 12th while tending to personal matters.” This message will supersede your other greetings.

Logging Into the Voicemail System

To access the voicemail system from your phone, press the “message” button on the right side of the phone or dial “*97”. After the welcome voice, you will be asked to enter your password.

To access your voicemail from another phone on campus, dial “*98”, and the prompt will first ask you your extension number followed by your password.

After logging into the voicemail system, menus of options will be offered. A full listing of these options is listed after your initial tasks, and you are encouraged to explore them in the future. These sets of instructions below will merely tell you which buttons to push to keep things simple.

REQUIRED Step 1: Change Voicemail Password

1. Create a numerical password at least four numbers in length.
2. Log into the voicemail system (as described above).
3. Press “0” for the “Mailbox Options” menu.
4. Press “5” to “Change Password.”
5. At the prompt, type in your new chosen password followed by the # (pound) sign.
6. At the second prompt, retype your new password followed by the # sign.

7. Your password has been changed, and you will be returned to the “Mailbox Options” menu.

REQUIRED Step 2: Record Your Name

1. Log into the voicemail system (as described above).
2. Press “0” for the “Mailbox Options” menu.
3. Press “3” to “Record Your Name.”
4. Follow the instructions, which will ask you to clearly say your name and press the # key when you are done.
5. You will be offered three options for your new recording:
 1. Accept this recording
 2. Listen to the recording
 3. Re-record your name
6. Continue until you have accepted a new recording. You will be returned to the “Mailbox Options” menu.

REQUIRED Step 3: Record Your Unavailable Message

1. Think about what you would like to say in your greeting. This is the message callers will hear when you miss their call and they get your voicemail. Please create a brief, professional-sounding message that will be heard by callers inside and out of the NYA community.
2. Practice it a couple times. Yes, really. It will save you some frantic, exasperated button pushing later on.
3. Log into the voicemail system (as described above).
4. Press “0” for the “Mailbox Options” menu.
5. Press “1” to “Record Your Unavailable Message.”
6. Follow the instructions, which will ask you to record your message and press the # key when you are done.
7. You will be offered three options for your new recording:
 1. Accept this recording
 2. Listen to the recording
 3. Re-record your name
8. Continue until you have accepted a new recording. You will be returned to the “Mailbox Options” menu

OPTIONAL Step 4: Record Your Busy Message

1. Think about what you would like to say in your greeting. This is the message callers will hear when you are busy on the phone and they get your voicemail. Please create a brief, professional-sounding message that will be heard by callers inside and out of the NYA community.
2. Practice it a couple times.
3. Log into the voicemail system (as described above).
4. Press “0” for the “Mailbox Options” menu.
5. Press “2” to “Record Your Busy Message.”
6. Follow the instructions, which will ask you to record your message and press the # key when you are done.
7. You will be offered three options for your new recording:
 1. Accept this recording
 2. Listen to the recording
 3. Re-record your name
8. Continue until you have accepted a new recording. You will be returned to the “Mailbox Options” menu.

OPTIONAL Step 5: Manage Your Temporary Message

1. You can create a temporary message that will supersede your other messages, and may be useful in certain situations. Please create a brief, professional-sounding message that will be heard by callers inside and out of the NYA community.
2. Practice it a couple times.
3. Log into the voicemail system (as described above).
4. Press “0” for the “Mailbox Options” menu.
5. Press “4” to “Manage Your Temporary Message.”
6. Follow the instructions, which will ask you to record your message and press the # key when you are done.
7. You will be offered three options for your new recording:
 1. Accept this recording
 2. Listen to the recording
 3. Re-record your name
8. Continue until you have accepted a new recording. You will be returned to the “Mailbox Options” menu.
9. When you are ready to remove the message, log into the system following steps 3 and 4. The system will remind you that you have a temporary message in place.
10. Press “4” to “Manage Your Temporary Message.”
11. Press “2” to “Erase Your Temporary Message.”
12. You will be returned to the “Mailbox Options” menu. Press “4” to “Manage Your Temporary Message.”

VOICEMAIL SYSTEM MENU OPTIONS

Main Menu

2 – Change folders – You can move voice messages into a variety of folders including work, family, friends, and urgent

3 – Advanced options – There are no advanced options, so no need to go here

0 – Mailbox options – The most important menu – Here you will record your greetings and change your voicemail password

* – Help

– Exit

Mailbox Options Menu

1 – Unavailable message

2 – Busy message

3 – Record your name for your mailbox

4 – Manages temporary greeting which overrides your standard greetings

5 – Change password

* – Return to the Main Menu

If you have additional questions, contact Lisa Robbins at extension 404.