

SUNY Potsdam AVST Voice Mail User Guide

TO LOG ON TO YOUR MAILBOX

Your mailbox is your 4-digit extension
Your temporary security code until you change it is 123456
Please listen to the prompts the first time you logon

From your desk dial 4000

- Enter your default security code of 123456

From another desk that has voice mail dial 4000

- Enter # then
- Enter your mailbox number
- Enter your security code

From another desk that doesn't have voice mail dial 4000

- Enter #
- Enter your mailbox number
- Enter your security code

Away from office – dial 315-267-4000

- Enter #
- Enter your mailbox number
- Enter your security code

LOGGING ON FOR THE FIRST TIME

- Login using one of the methods listed above
- The first time you logon you will hear the tutorial, which will walk you through setting up your mailbox
- Follow all the prompts provided to ensure that you change your security code, record your name and record your greeting

MAIN MENU

- | | |
|------------------------------|---|
| • Listen to messages | 1 |
| • Record and send a message | 2 |
| • Locate Messages | 3 |
| • Phone Manager User Options | 4 |
| • Restart session | 5 |
| • To quit | * |

LISTENING OPTIONS

- | | |
|--------------------------------------|---|
| • To listen to unread messages | 1 |
| • To listen to all voice messages | 2 |
| • To listen to saved messages | 5 |
| • To quit (returns to the main menu) | * |

WHILE LISTENING TO A MESSAGE

If you want to:

- | | |
|------------------------------|----|
| • To pause | 2 |
| • Back up five seconds | 1 |
| • Saved messages | ## |
| • Skip to the next message | 33 |
| • Skip ahead 5 seconds | 3 |
| • Increase playback speed | 66 |
| • Decrease playback speed | 4 |
| • To return to the main menu | * |

AFTER LISTENING TO A MESSAGE

- | | |
|---|---|
| • To Save a Message | 9 |
| • To Delete a Message | 7 |
| • Reply | 8 |
| • <i>**Options available but not spoken**</i> | |
| • Listen to envelope information | 5 |
| • Forward a message | 6 |
| • To return to the main menu | * |
| • For Help | 0 |

SHORT CUT KEYS

Once you become comfortable with the system below here are the shortcut keys to do the following:

- | | |
|---------------------------------------|-------|
| • Change your standard greeting | 4-4 |
| • Change your out of office greeting | 4-6 |
| • Change your security code | 4-1-4 |
| • Change your recorded name | 4-1-5 |
| • To bypass a users personal greeting | 2 |

TRANSFER CALLER INTO A MAILBOX

To transfer a caller to voice mail:

- While on the call hit the transfer key and dial the mail system 4000
- Press *
- Hear system menu, then press 8
- Enter the mailbox number you want to transfer the call to then press the # key
- Press the transfer key again, or the connect key depending on your phone set, to complete the transfer

PHONE MANAGER USER OPTIONS (OPTION 4 off the main menu)

This is how you will administrate your mailbox

- | | |
|--------------------------------------|---|
| • Personal Options | 1 |
| • Messaging Options | 2 |
| • Automated Attendant Options ~Note | 3 |
| • Record your standard greeting | 4 |
| • Record your out of office greeting | 6 |
| • To Quit Phone Manager | * |

PERSONAL OPTIONS (Option 1 from Phone Manager)

- | | |
|--|---|
| • Change immediate Message Notification | 1 |
| • Change the Daily message reminder | 2 |
| • To record personal greeting | 3 |
| • Change your security code | 4 |
| • Record your name | 5 |
| • Record an announcement for a mailbox you Sponsor ~Note | 6 |
| • To quit Phone Manager | * |

MESSAGING OPTIONS (Option 2 from Phone Manager)

- | | |
|---|---|
| • Record a name for a mailbox you sponsor ~Note | 2 |
| • Change personal distribution list ~Note | 3 |
| • Change message forwarding ~Note | 4 |
| • Change message presentation ordering | 5 |
| • Change message envelope settings | 6 |
| • To quit Phone Manager | * |

WHILE LEAVING A MESSAGE

Press # to bypass the users greeting and begin recording, press 2 again when you are finished recording then:

- | | |
|--|---|
| • To mark a message urgent | 7 |
| • To review your message | 6 |
| • To discard and rerecord your message | 4 |
| • To send your message | 5 |
| • To leave a number where you can be reached | 8 |
| • To mark message private | 3 |

~Note Depending on how your mailbox is set up, these commands may not be available or utilized by SUNY Potsdam. Please contact IT if you have specific needs.