

VoiceMail QUICK REFERENCE GUIDE

To sign on to *VoiceMail* from your campus telephone:

- Dial **56245**.
- When prompted, enter your passcode.
- You will hear the number of unplayed and saved messages (if any) in your mailbox, then you will hear the Main Menu options.

MAIN MENU

Press **P [7]** to Play first message
 Press **M [6]** to Make a new message
 Press **U [8]** to change User options
 Press **X [9]** to eXit the system

To sign on to *VoiceMail* from an off-campus touch-tone telephone:

- Dial (662) 325-6245.
- When prompted, enter your 5-digit mailbox number (**5XXXX** or **7XXXX**), followed by *
- When prompted, enter your passcode.
- You will hear the number of unplayed and saved messages (if any) in your mailbox, then you will hear the Main Menu options.

Play Messages

Press **P [7]** to Play message again
 Press **A [2]** to AnsWER message
 Press **G [4]** to Give message to another user with forwarding comments
 Press **K [5]** to KeeP current message
 Press **D [3]** to Discard current message

*If you accidentally discard a message, press * to retrieve the most recently discarded message.*

Press **M [6]** to Make a new message

Make a Message

Address your message.
 You may address your message to:

- Mailbox numbers (**5XXXX** or **7XXXX**)
- "Alias" numbers (**1XXXX**)
- Distribution lists*:
 - Personal list (**0 + 1 - 9**)
 - Master list (**00 + 1 - 99**)
- Dial out of the VoiceMail system to*:
 - On-campus ☎ **9*** + 5 digits
 - Off-campus ☎ **9* + 9** + 7 digits
(This will ring the specified telephone number and deliver the message)

Press **#** to begin recording.
 Record your message.
 Press **#** (or wait) to end your recording.

Press **R [7]** to Review recording
 Press **D [3]** to Discard message and re-record
 Press **A [2]** to Append to the message
 Press **M [6]** for Message addressing options
 Press **X [9]** to send message and eXit to Main Menu

User Options

Press **G [4]** to change your Greeting
 Press **N [6]** to change your Name
 Press **P [7]** to change your Passcode
 Press **L [5]** to change a distribution List*
 Press **C [2]** for Call scheduling options
 Press **T [8]** to activate Tutorial
 Press **X [9]** to eXit to Main Menu

Call Scheduling Options

Press **M [6]** for Message delivery options (if active)
 Press **P [7]** for Paging options (if active)
 Press **F [3]** for Future delivery
 Press **X [9]** to eXit to Main Menu

Helpful Hints

When Playing a Message

Press ***** to move backwards 5 seconds
 Press **#** to move forward 5 seconds
 Press **1** to pause 30 seconds - any other key to resume

When Recording a Message

Press **1** to pause 30 seconds - any other key to resume

Message Addressing Options

Press **C [2]** to mark Confidential
 Press **R [7]** to request a Receipt
 Press **U [8]** to mark Urgent
 Press **F [3]** for Future delivery (within 60 days)
 Press **X [9]** to eXit and return to Make Message menu

VoiceMail

Help325-2214
 Directory Assistance 325-2323
 Automated Directory..... 325-4357

* Administrative service only

VoiceMail

VoiceMail is an application of voice processing technology which allows authorized subscribers to record, send and receive voice messages to/from other subscribers from any touch-tone telephone 24 hours a day. In addition, anyone who calls a *VoiceMail* subscriber can be routed to *VoiceMail* when the subscriber is unavailable. *VoiceMail* will automatically answer with the subscriber's personal greeting and allow callers to leave a message.

Here are some suggestions to make *VoiceMail* work for you when you are routed to a *VoiceMail* mailbox:

I. LEAVE A MESSAGE

- Skip over the personal greeting: Press "E" (the **3** key) immediately upon hearing the personal greeting to **E**scape to the record mode. *VoiceMail* will play the tone indicating that you can begin recording a message.
- Replay, re-record, or append to a message: You may wonder how your message sounds or wish you could change or add to it.

To **R**eview your message, press "R" (the **7** key).

To **D**elete it and start again, press "D" (the **3** key).

To **A**ppend to your message and continue recording, press "A"(the **2** key).

- Deliver your message: When you are satisfied with your recorded message, just hang up. Your message will be posted in the called party's *VoiceMail* mailbox.

II. HANG UP WITHOUT LEAVING A MESSAGE

If you do not wish to leave a message, hang up before the personal greeting finishes. If you have already been prompted to begin recording your message when you decide you wish to hang up, press **3** and hang up immediately. This will avoid the situation where a "blank" message is left in the subscriber's mailbox.

III. TRANSFER OUT OF *VoiceMail*

If you need to talk to someone immediately, press **0**. You will be transferred to someone within the office who can provide assistance. *(Not applicable if you are calling a residence hall, fraternity, or sorority telephone)*

We hope that you will find these suggestions helpful when your call is routed to a *VoiceMail* mailbox. Call us at 325-2214 to explore how *VoiceMail* might benefit your department/agency.

Important Notice

If you do not have *VoiceMail* on your line, DO NOT "call-forward" your telephone to a *VoiceMail* subscriber. The *VoiceMail* system will not allow your calls to be forwarded to the other person's *VoiceMail* mailbox. If a non-subscriber forwards calls to a subscriber's line, callers may unexpectedly be transferred to the *VoiceMail* system greeting ("You have reached the MSU *VoiceMail* message desk"); a confusing situation for the caller. The BEST solution to this call forwarding problem - become a *VoiceMail* subscriber!

SUBSCRIBER INSTRUCTIONS. To sign on to *VoiceMail*, choose the applicable procedure from the following:

From your campus telephone

Dial **56245**. You will hear "Hello [your name]. Please enter your passcode."

Enter your passcode.

From another VoiceMail subscriber's campus telephone

Dial **56245**. You will hear "Hello [other subscriber's name]. Please enter your passcode."

Press *****. You will hear "You have reached the MSU *VoiceMail* Message Desk."

Enter your mailbox number (5 digits) followed by *****.

Enter your passcode.

From any other touch-tone telephone

Dial (662) 325-6245. You will hear "You have reached the MSU *VoiceMail* Message Desk."

Enter your mailbox number (5 digits) followed by *****.

Enter your passcode.