

VoiceMail QUICK REFERENCE GUIDE

RESIDENCE HALL SERVICE

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.

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.

MAIN MENU

Press **P [7]** to **Play** first message
 Press **M [6]** to **M**ake a new message
 Press **U [8]** to change **U**ser options
 Press **X [9]** to **eX**it the system

Play Messages

Press **P [7]** to **Play** message again
 Press **A [2]** to **A**nswer message
 Press **G [4]** to **G**ive message to another user with forwarding comments
 Press **K [5]** to **K**eep current message
 Press **D [3]** to **D**iscard current message
*If you accidentally discard a message, press * to retrieve the most recently discarded message.*
 Press **M [6]** to **M**ake a new message

Make a Message

Address your message.
 You may address your message to:
 a. Mailbox numbers (**5XXXX** or **7XXXX**)
 b. "Alias" numbers (**1XXXX**)

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

Press **R [7]** to **R**eview recording
 Press **D [3]** to **D**iscard message and re-record
 Press **A [2]** to **A**ppend to the message
 Press **M [6]** for **M**essage addressing options
 Press **X [9]** to send message and **eX**it to Main Menu

User Options

Press **G [4]** to change your **G**reeting
 Press **N [6]** to change your **N**ame
 Press **P [7]** to change your **P**asscode
 Press **C [2]** for **C**all scheduling options
 Press **T [8]** to activate **T**utorial
 Press **X [9]** to **eX**it to Main Menu

Call Scheduling Options

Press **M [6]** for **M**essage delivery options (if active)
 Press **F [3]** for **F**uture delivery
 Press **X [9]** to **eX**it 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 **C**onfidential
 Press **R [7]** to request a **R**eceipt
 Press **U [8]** to mark **U**rgent
 Press **F [3]** for **F**uture delivery (within 60 days)
 Press **X [9]** to **eX**it and return to Make Message menu

VoiceMail

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

VoiceMail
RESIDENCE HALL SERVICE

VoiceMail is now a standard feature on your residence hall telephone. This document is intended to assist you in getting started with this powerful communications tool. If you have questions or need assistance, please contact your RA or call Telecommunications Service, Repair, and Training at 325-2214.

MAILBOX NUMBER and PASSCODE

Your mailbox number is the last 5 digits of your telephone number. For example, the mailbox for telephone number 325-3555 would be "53555" (717-3555 would be "73555"). Your temporary passcode is the same as your 5-digit mailbox number.

ONE MAILBOX PER RESIDENCE HALL TELEPHONE LINE

Unless you have a private room, you will be sharing a mailbox with your roommate(s). It is a good idea to go through these procedures together with your roommate(s) to ensure that each of you knows how to use your ***VoiceMail*** mailbox.

TUTORIAL

The first time that you sign on to your ***VoiceMail*** mailbox, you will hear a brief tutorial to acquaint you with the keypresses necessary to access the basic features of the system. As part of the tutorial, you will be prompted to change your passcode, record a greeting, and record your name.

Passcode: Passcodes may be 4 to 10 digits in length. Choose a passcode that will be easy for you and your roommate(s) to remember but difficult for someone else to guess. This is the "key" to your mailbox, so you should protect it to avoid abuse.

Greeting: Here is an example of a good personal greeting:
"You've reached *John Doe and Joe Jones*. We are unable to answer the telephone at this time. Please leave a detailed message at the tone and we'll return your call as soon as possible. Thank you."

Name: Your spoken name(s). Example: *John Doe and Joe Jones*. Nothing more, nothing less.

HOW MESSAGES GET INTO YOUR MAILBOX

When someone calls your residence hall telephone number and the call is not answered within 18 seconds (approximately 3 rings), the call will be transferred to ***VoiceMail*** and the caller, after hearing your personal greeting, will have the opportunity to leave a message. Please note: if you are on the phone when someone calls, you will hear the "call waiting" signal. The call will NOT be transferred to ***VoiceMail*** in this case.

MESSAGE WAITING SIGNAL - STUTTERED DIAL TONE

If you pick up the receiver of your telephone and hear a broken ("stuttered") dial tone, you are being signaled that you have a message in your ***VoiceMail*** mailbox. When you sign on to ***VoiceMail*** and listen to your messages, your dial tone will return to normal. Please note that the "stuttered" dial tone does not interfere with your ability to place and receive calls with this exception: most computer modems will not work correctly until you have listened to your messages and your dial tone has returned to normal.

MESSAGE RETENTION AND END-OF-SEMESTER PROCEDURES

Messages are retained for 10 days unless you delete them. At the end of each semester, all residence hall mailboxes will be cleared and passwords reset to the mailbox number. You will be required to go through the tutorial at the start of each new semester.