Saint Louis University

Call Pilot from Nortel Networks

• Voicemail
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# Chapter One: Voice Mail

**Chapter Objectives:**

- Checking Voicemail from your Office Telephone
- Checking Voicemail from another Office Telephone
- Checking Voicemail from outside the University
- Recording a Personal Verification
- Recording a Greeting (internal, external, temporary)
- Changing Your Password
- Using Express Messaging
- Changing the Number of Rings Before Voicemail
- Tagging Messages and Removing Tags
- Logging in After a Message
- Replying to a Message
- Calling the Sender
- Forwarding Voicemail
- Logging out of Voicemail
- Helpful Hints
Lesson 1-1: Checking Voicemail from Your Office Telephone

1. Lift the handset on your phone. You will hear a dial tone.
2. Press the Message key. The voice prompt will request your mailbox number.
3. Press the # key. The voice prompt will request your password.
4. Enter your password. Your trainer will provide this for you.
5. Press the # key. Listen to your messages.
Lesson 1-2: Checking Voicemail From Another Office Phone

You can check your voicemail from another phone on campus.

1. From another phone, dial 76245 (the 6245 spells M-A-I-L).
2. The voice prompt asks for your mailbox number. Be sure to use the 7 prefix before your 4-digit extension.
3. Press the # key.
4. The voice prompt asks for your mailbox password. Enter the password.
5. Press the # key.
6. Listen to your messages.
Lesson 1-3: Checking Voicemail from a Phone Outside the University

You can check your voicemail from anywhere in the world

1. From an outside phone, dial the voicemail system: 977-6245.
2. The voice prompt asks for your mailbox number. Be sure to prefix your 4-digit extension with the 7.
3. Press the # key.
4. The voice prompt asks for your mailbox password. Enter the password.
5. Press the # key.
6. Listen to your messages.
Lesson 1-4: Recording a Personal Verification

When you call someone on campus and leave a voicemail message, your personal verification will precede any message you leave.

1. Lift the handset. Press the Message button to log into your mail box.
2. Press the # key and then enter your password, #.
3. The voice prompt will, most likely, tell you that you do not have any messages (unless your message light was solid red indicating that you do.) Enter 82, then press 9.
4. The voice prompt will tell you “The personal verification is ___” and it will play back what has been set for your phone (most likely the extension number.) Press 5 to record.
5. Record your name and telephone number. When you are finished, press # to stop the recording process.
6. To listen to how you sound, press 2. To re-record the message, press 5 and record over the message.

NOTE: To delete the current message, press 76.
Lesson 1-5: Recording a Greeting (internal, external, or temporary)

The voicemail system enables you to record a greeting for any internal calls, another one for external callers, and another one for a temporary purpose. Temporary greetings override the external and internal greetings, but it does not erase them.

To Record an Internal/External Greeting:
1. Log into your voicemail (lift the handset, press the Message key, #, enter your password, #.)
   Remember this process from now on when asked to log into your voicemail.
2. Enter 82. The voice prompt will say “For your external greeting, Press 1, For your internal greeting, Press 2. For your temporary greeting, Press 3, For your personal verification, Press 9.”
3. Press 1 (we will set up your external greeting.) The voice prompt says “External Greeting. To review the greeting, Press 2. To re-record it, Press 5.”
4. Press 5 and record. Remember, this is what outside caller will hear when they get your voicemail. Be sure the information is brief, but clear.
5. Press # when you are done with the greeting.
6. Press 2 to listen to the recording.
7. If you are pleased, hang up or press the Goodbye key. If not, you may re-record the greeting.

To Record a Temporary Greeting:
Let’s set up a temporary greeting. A temporary greeting overrides your external and internal greetings, but does not cancel them.
1. Log into your voicemail.
2. Enter 82 and Press 3 to access the Temporary Greeting.
3. Follow the same steps as above to record and check your greeting. When you are satisfied and finished, Press #.
4. Press 9. This will allow you to enter an expiration date and time.
5. Listen to the voice prompt. Enter the expiration month, followed by the # key.
6. Listen to the voice prompt. Enter the expiration date, followed by the # key.
7. Listen to the voice prompt. Enter the expiration time, followed by the # key.
8. Press 1 for am or Press 2 for pm. Press 83 to exit from your mailbox. Your temporary greeting will start immediately and expired when you set it to do so. When it expires, your regular internal and external greetings will resume.
Lesson 1-6: Changing Your Voicemail Password

You may NOT use your telephone extension as the password. For security purposes, you should not use repetitive number (such as 1-1-1-1-1-1) or consecutive numbers (such as 1-2-3-4-5) for your password.

Passwords can be anywhere from 4 to 16 digits. It is suggested that you use the letters on the Dial Pad to spell out a word that will be easy for you to remember (but do not spell out PASSWORD—that is an easy one for a telephone hacker to use to get to your voicemail!)

The phone system will notify you a few days before your password is due to expire. You may wait to change it then, or you may change it anytime you wish, as long as it is at least every 90 days. You may not use the previous password when you make the change.

1. Log into your voicemail box.

2. Dial 84. The voice prompt will tell you when your current password will expire. Then, you are prompted to enter a new password followed by the # key. Enter the new password, #. Remember—this is 4-16 digits.

3. You are prompted to confirm the password. Enter your new password again.

4. You are prompted to enter your old password to confirm the change. Enter your old password. Press #. The password is changed.
Lesson 1-7: Using Express Messaging

Express messaging allows you to directly leave a message in another person’s voicemail box without having to wait for the voicemail prompt. It is useful when someone calls and you ask the caller “Would you like their voicemail?”

1. Lift your handset. Dial the number for express messaging: **76246**.
2. The voice prompt tells you “Express Messaging. To mailbox __.” Enter the mailbox number of the person you wish to leave a message, being sure you prefix the extension with the 7.
4. The receiver of that message will now see their message light is a steady red indicating they have a new message.
Lesson 1-8: Changing the Number of Rings Before Voicemail

The standard number of rings before voicemail is enabled is three. You can change that to 4 or 5 (or back to 3 later if you wish.)

1. To change to 4 rings:
   • Lift the handset.
   • Dial 199151551 (during this dialing sequence, you may hear a tone, or a silence.)
   • When you are finished, the next time you receive a call, it will ring 4 times before going to voicemail.

2. To change to 5 rings:
   • Lift the handset.
   • Dial 199151552 (during this dialing sequence, you may hear a tone, or a silence.)
   • When you are finished, the next time you receive a call, it will ring 5 times before going to voicemail.

3. To change to 3 rings:
   • Lift the handset.
   • Dial 199151550 (during this dialing sequence, you may hear a tone, or a silence.)
   • When you are finished, the next time you receive a call, it will ring 3 times before going to voicemail.
Lesson 1-9: Tagging a Message; Removing a Tag

You can send your messages with special “tags” for special reasons. See the list of message tags:

<table>
<thead>
<tr>
<th>Tag:</th>
<th>Press:</th>
</tr>
</thead>
<tbody>
<tr>
<td>URGENT</td>
<td>1 – the recipient will hear that this was an urgent message before it is played</td>
</tr>
<tr>
<td>PRIVATE</td>
<td>4 – the recipient will hear that this is a private message. Private messages can not be forwarded (we will learn this later.)</td>
</tr>
<tr>
<td>ACKNOWLEDGEMENT</td>
<td>5 – the sender will be notified when the recipient has received the message</td>
</tr>
<tr>
<td>TIMED DELIVERY</td>
<td>6 – message can be composed ahead of time to be delivered at a future date and time, up to ten days</td>
</tr>
</tbody>
</table>

1. To add a tag to a message, complete the process to leave a voicemail.
2. After leaving your message, press #70. This takes you to Message Options.
3. Use any of the tags shown in the table above to add to your message.
4. After tagging a message, you may send the message by pressing 79.
5. After tagging a message IF YOU DECIDE TO REMOVE THE TAG, it must be done BEFORE pressing 79. To remove the tag, press 70 to go back to Message Options.
6. To remove a tag, use these codes:

<table>
<thead>
<tr>
<th>Code:</th>
<th>Action taken:</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Retags an URGENT tag to STANDARD</td>
</tr>
<tr>
<td>4</td>
<td>Removes a PRIVATE tag</td>
</tr>
<tr>
<td>5</td>
<td>Removes an ACKNOWLEDGE tag</td>
</tr>
<tr>
<td>6</td>
<td>Removes a TIMED DELIVERY tag</td>
</tr>
</tbody>
</table>
Lesson 1-10: Logging in After Leaving a Message

If you have called a voicemail user and left a message, you can immediately log into your own voicemail box without having to hang up.

1. Follow the process to leave a voicemail message with another voicemail user. When done with your message press #.

2. Dial 81. The voice prompt asks for your password. Follow the prompts.
Lesson 1-11: Replying to Messages

When you have received a message and have listened to it, you may directly reply to the message sender as soon as you’ve heard the message.

1. Listen to the message from the sender.
2. When the message is completed, press 71.
3. Press 5 to begin recording your reply. When you are finished, press #.
4. To review the message, press 2.
5. To send the message, press 79.
Lesson 1-12: Calling the Sender

After listening to a message, you can automatically place a call to the sender of the message if the sender called from a University phone or from an off-campus local number providing valid caller ID.

1. After listening to the message, press 9.
2. Your phone will automatically dial the number from which the sender called you.
Lesson 1-13: Forwarding Voicemail

You can forward a voicemail message to another mailbox as long as the message was not marked PRIVATE. You can also record an introduction to the original message.

Please note: If your mailbox is full or the mailbox to which you are forwarding is full, the voice messaging system will not let you forward messages.

1. Listen to the message. When done, press 73 to forward.
2. Enter the mailbox number to which you want to forward the message, remembering to put the 7 in front of the 4 digit extension. When done, press #.
3. It is polite to let the receiver of this message know why you are forwarding it. To add an introduction to this original message, press 5 and wait for the tone before speaking.
4. When you have finished, press # to end the introduction.
5. Press 79 to send the message.
Lesson 1-14: Logging Out of Your Mailbox

You can lock your mailbox instead of just hanging up after listening to messages, thus providing additional security.

1. After listening to messages, dial 83 and hang up the phone. This releases your mailbox from the system and locks it.
Lesson 1-15: Helpful Hints and Shortcuts

Helpful hints when using voicemail:

Press # - Pause while listening to a message.
Press 1 - Skip backward 5 seconds at a time.
Press 2 - Play recorded message and continue.
Press 3 - Skip forward 5 seconds at a time.
Press 4 - Go to previous message.
Press 5 - Will override greeting (except temporary greeting) putting you directly into called mailbox.
Press 6 - Go to next message.
Press 9 - Call sender (automatically dials university station of person who left the message).
Press 21 - Decreases playback speed.
Press 23 - Increases playback speed.
Press 71 - Reply to sender.
Press 72 - More information about message.
Press 73 - Forwards a message to someone else's mailbox.
Press 75 - To compose a message.
Press 76 - Delete a message.
Press 76 - Restore deleted message. Before hanging up after a message is deleted, press 6, this will take you back to the beginning of your messages or Press 4 to go to your previous message. Listen to the message again, press 76 and message is restored.
Press 80 - To change the zero out option. Use this feature if you want calling party to reach someone else in your office and not the university operator.
Press 83 - Immediately releases you from your voice mailbox and locks your mailbox.
Remember while in voicemail to listen to your voice prompts!. For a complete listing of Voice Mail options, press 8*. 