VOICEMAIL INSTRUCTIONS CHEAT SHEET

PLAY A MESSAGE	MAKE A MESSAGE	USER OPTIONS	NOTES

PLAY A MESSAGE

Play again (7)

Give (4)

Keep (5)

Discard (3)

* OOPS Key to retrieve discarded messages - this only works if you have not pressed any other keys before you do this

Answer (2)

(only if made in another MB. If shared it must go to MB no.)

Make (6)

X - exit (9)

* - back 5 seconds

- forward 5 seconds

(keep pressing to get to end of message)

1 - pause

8* - to oldest msg

8# - to newest msg

T - top of next msg (8)

  (Skip msg)

User options - (8)

MAKE A MESSAGE

Review (7)

Discard & Rerecord (3)

Append (2)

Messaging Addressing Options: (6)

  Confidential (2)

  Future Delivery (3)

  Request **R**eceipt (7 - 7)

Urgent (8)

X Exit Message Addressing Options (9)

X - exit to Main Menu (9)

- to record

1 - pause for 30 seconds

* - to resume recording

USER OPTIONS

Greeting (4)

Name (6)

Passcode (7)

List (5)

  Add (2)

  Drop (3)

  Record (7)

  Play (7)

  X - Exit (9)

Tutorial (8)

X - exit (9)

NOTES

Log in:

_____

1. At your ext

8* (if you do not share a local)
_____

2. From another ext. or if you share a local

4500 or 2800. When you hear the greeting start, **dial * plus your mailbox number**
_____

3. Off campus
Abby: 854-4500 * + MB#
Chwk: 795-2800 * + MB#
_____

Use the **1** key to bypass the greeting of the mailbox you are calling

Greeting:	1 min
MSG length	5 min
Max messages	20

Played messages: 7 days
New messages: 14 days
Extended absence greetings do not allow callers to leave a message.

Phone & Voicemail Setup at UFV

PREPARING FOR THE TUTORIAL

There is a step by step tutorial on the voicemail system to set up your mailbox. The tutorial will instruct you on setting up your passcode, recording your greeting, and establishing a name for your mailbox.

Prior to accessing the tutorial, please consider the following:

1. Select a **6 digit passcode** that is relatively simple to remember.

2. Prepare a greeting for your callers. For example:

"This is (name) speaking. I am not available to answer your call at this time. Please leave a detailed message and I will call back when I return. If you require personal attention, please dial 0. Thank you."

3. You must record your name for your mailbox. The system will play your name when you enter the mailbox or when you send a message to another user.

4. Select a quiet time to record your greeting. The system is very sensitive and will pick up all the background noise.

5. There are also conditional greetings that may be used to advise the caller whether you are busy on another call or away from your office. These conditional greetings need to be recorded and enabled.

Once you have completed the tutorial, your mailbox is activated and messages can be retrieved.

ACCESSING THE TUTORIAL

1. **Dial 8*** if you **do not share a local**.

   OR

   If you **do share a local**, dial **4500** or **2800**. When you hear the greeting start, dial *** plus your voicemail box number.** Any mailbox that starts with an 8 or 9 is attached to a shared local.

2. Enter your tutorial **passcode, 123456,** when prompted. This passcode will not be used again once you have completed the tutorial.

MESSAGE NOTIFICATION

You will be notified of messages in your mailbox with either a flashing message light on your telephone or with a stutter dial tone.

RETRIEVING MESSAGES ON CAMPUS

If you travel between campuses, your messages can be retrieved from any phone on any campus by following the instructions for a shared local.

1. Dial **4500** or **2800**. When you hear the greeting start, dial *** plus your voicemail box number.**

2. Enter your **passcode**.

3. The prompt will ask you to press **P** to **P**lay the first message. Once you have listened to the message, you have a choice of options:
   D to **D**elete
   K to **K**eep
   G to record additional comments and **G**ive the message to another user
   A to record an **A**nswer

4. **Kept messages** will be **saved for 7 days** and will not activate the message light on your phone. **New messages** that have not been played will be **saved for 14 days** before being deleted.

5. Press **X** to e**X**it the system.

RETRIEVING MESSAGES OFF CAMPUS

1. Dial **604-854-4500** (Abbotsford) or **604-795-2800** (Chilliwack)

2. When you hear the greeting start, dial *** plus your mailbox number**. When prompted, enter your passcode.

CHANGING YOUR NAME, GREETINGS, OR PASSCODE

You can change your name, greetings, or passcode at any time. After entering your mailbox, press **U** for **U**ser Options. Press the appropriate button to update your **N**ame, **G**reeting, or **P**asscode.

SUMMER VOICEMAIL GREETINGS

Summer is the time of year when many of us are out of the office for extended periods of time. Before you leave, please change your voicemail greeting to inform callers of your absence.

To change your greetings, go into your mailbox and press **U** for the **U**ser Options Menu. Once in the User Options Menu, press **G** for the **G**reetings menu.

Listen to the options and **press 7 to change your primary greeting.**

The extended absence greeting can also be used; however, extended absence greetings prevent callers from leaving a message in your mailbox while it is enabled. *Do not use the extended absence greeting if you want callers to leave messages while you are away.* Use either the primary greeting or the Conditional No Answer greeting instead.

Messages that have never been accessed are automatically deleted from the system after 14 days and are not recoverable. If you are going to be away from your office for more than 2 weeks, please include information in your greeting stating the length of time you will be away and suggest an alternative person to contact.

PHONE & VOICEMAIL HELP

Please contact the **IT Service Desk** at 604.864.4610 or itservicedesk@ufv.ca