Voice Mail Basics

Access Voice Mail — In the Office: Press the Message button
From Outside The Office dial (718) 405-3777 and follow the prompts.

Logging into Voice Mail the First Time
- Press the Message button. At the prompt, dial your extension number followed by the # sign. You will be prompted to enter your password — the first time you log into your new voice mail there is no password — simply press #.
- Follow the prompts and record your name
- Follow the prompts and enter a new password. Passwords must now be a minimum of 4 digits and a maximum of 15 digits. If you forget your password, contact your system administrator

Recording Your Greeting You can pre-record 1 primary greeting and up to 3 alternate greetings. After logging into voice mail:
- Press 3 (Administer greeting)
- Press 1 (Create/change a greeting)
- Press 1 (Greeting number)
- Record your greeting at the prompt
- Press 1 (Stops your recording and allows you to edit your greeting)
- Press 2,3 (Listen to greeting you recorded)
- Press 2,1 (Re-record greeting)
- Press # to approve greeting
- Press 1 to use this greeting for all calls
Note: Additional greetings can now be recorded.

Activate a Different Greeting
After logging into voice mail:
- Press 3 (Administer greeting)
- Press 3 (Activate greeting)
- Enter desired greeting number

Retrieve Your Messages
After logging into voice mail:
- Press 2 (Getting messages)
- Press 0 (To listen to message)
Note: While listening to your message you have the following useful options:
- Press 5 (To back up in 4 second increments)
- Press 3 (To pause the message while you take notes)
- Press 2, 3 (To hear the date and time stamp again)
- Press # (To skip to the next message)
- Press 1 (To respond to an internal extension’s message)
- Press *D (To delete message)

Send Messages Record and Send a Memo
After logging into voice mail:
- Press 1 (Record message)
- Press 1 (Stop recording)
- Press # (To approve message)
- Enter extensions + # for each addressee
- Press # (To finish addressing)
- Press # (To mail immediately)
- Press 0 for mailing options (i.e., scheduling delivery)

Sample Greetings

DAILY GREETING
Hello, this is ____________________. Today is Monday, February 17. I am either on my telephone or away from my desk. Please leave a detailed message at the tone and I will return your call [shortly] [within two hours].

GENERIC GREETING
Hello, this is ____________________. I am either on my telephone or away from my desk. Please leave a [detailed] message at the tone and I will return your call shortly. Thank you.

OUT OF THE OFFICE
Hello, this is ____________________. I am out of the office today, but will be checking my messages and returning calls frequently. Please leave a [detailed] message at the tone and your call will be returned [shortly] [within two hours]. If you need immediate assistance, please call the HelpDesk at ext. 3340. Thank you.