

Mailbox Control Commands

The following commands are used to customize your own voice mailbox:

How to...	Steps	Purpose
Log in to your mailbox	<ul style="list-style-type: none"> ▪ Dial 36520 ▪ Enter your 5 digit mailbox number ▪ Press # ▪ Enter your password ▪ Press # 	Logging in to your mailbox allows access to the voice mail system and its many features, such as, but not limited to: <ul style="list-style-type: none"> ▪ Customizing your mailbox ▪ Retrieving messages ▪ Composing, sending and replying to messages ▪ Creating distribution lists
Log off your mailbox	<ul style="list-style-type: none"> ▪ Press 83 anytime after logging in 	Allows you to disconnect from the voice mail system.
Mailbox Help Commands	<ul style="list-style-type: none"> ▪ Log in to your mailbox ▪ Press 8* ▪ Once you hear the feature you are looking for, pressing the single digit will activate the command 	Mailbox help commands are designed to allow you to choose the appropriate feature to work with messages that you have received or want to send.
Message Help Commands	<ul style="list-style-type: none"> ▪ Log in to your mailbox ▪ Press 8* ▪ Once you hear the feature you are looking for, pressing the single digit will activate the command 	Message help commands are designed to allow you to choose the appropriate feature to work with messages that you have received or want to send.
Password Change	<ul style="list-style-type: none"> ▪ Log in to your mailbox using the existing password ▪ Press 84 ▪ Enter a new password (5-16 digits) ▪ Press # ▪ Re-enter the new password ▪ Press # 	Creating a personalized password will protect the privacy of your voice mail, as well as the security of the University's voice mail system. Passwords should be a number that is meaningful to you (birthdays, anniversaries, telephone numbers). They should not be simple numbers such as 11111, 12345, etc. Should you experience a problem with your password, please contact ITS at 32001.
Operator Assistance	<ul style="list-style-type: none"> ▪ Log in to your mailbox ▪ Press 80 ▪ Press 1 ▪ Enter the 5 digit extension number (or for an external number, 9 + the 7 digit telephone number) ▪ Press # 	The operator assistance number is an optional feature which allows you to assign a telephone number that your caller will be transferred to if they press "0" when they have reached your voice mail. HINT: WHEN USING THIS FEATURE, IT IS A GOOD IDEA TO INFORM YOUR CALLER THAT THIS OPTION IS AVAILABLE TO THEM BY INCLUDING INSTRUCTIONS IN YOUR PERSONAL GREETING.
Personal Verification	<ul style="list-style-type: none"> ▪ Log in to your mailbox ▪ Press 82 then option 9 ▪ Press 5 to begin recording ▪ Record your verification ▪ Press # to stop recording 	The personal verification is a method of identifying who the mailbox belongs to. The brief recording is played when: <ul style="list-style-type: none"> ▪ You leave a message in another mailbox ▪ A caller reaches your voice mail because you are on the telephone ▪ Another mailbox user addresses a message to your mailbox The personal verification can include your: <ul style="list-style-type: none"> ▪ Name ▪ Telephone number ▪ Department

Distribution Lists	<ul style="list-style-type: none"> ▪ Log in to your mailbox ▪ Press 85 ▪ Assign a number for the distribution list (1-9) ▪ Press # ▪ Press 5 to enter the mailbox numbers to be included in the distribution list ▪ Enter each mailbox number, separating each entry by pressing # ▪ Press # to end the list ▪ Press 2 to review the list 	Distribution lists can be used to send messages to the same group of individuals. Once the distribution list has been created, use recording messages (75) to compose and send the message to the distribution list. Each mailbox can create a total of 9 distribution lists, with 99 entries per list.
<p>Greetings</p> <p style="text-align: center;">External</p> <p style="text-align: center;">Internal</p> <p style="text-align: center;">Temporary</p>	<p>Some sample greetings are listed in the “System Notes” PDF.</p> <ul style="list-style-type: none"> ▪ Log in to your mailbox ▪ Press 82 ▪ Press 1 ▪ Press 5 to begin recording ▪ Record your greeting ▪ Press # to stop recording ▪ Press 2 to listen to your greeting, <p>If you are not satisfied with this greeting:</p> <ul style="list-style-type: none"> ▪ Press 76 to delete ▪ Begin again at press 5 <ul style="list-style-type: none"> ▪ Log in to your mailbox ▪ Press 82 ▪ Press 2 ▪ Press 5 to begin recording ▪ Record your greeting ▪ Press # to stop recording ▪ Press 2 to listen to your greeting <p>If you are not satisfied with this greeting:</p> <ul style="list-style-type: none"> ▪ Press 76 to delete ▪ Begin again at press 5 <ul style="list-style-type: none"> ▪ Log in to your mailbox ▪ Press 82 ▪ Press 3 ▪ Press 5 to begin recording ▪ Record your greeting ▪ Press # to stop recording ▪ Press 2 to listen to your greeting <p>If you are not satisfied with this greeting:</p> <ul style="list-style-type: none"> ▪ Press 76 to delete ▪ Begin again at press 5 <p>To set an expiry date & time:</p> <ul style="list-style-type: none"> ▪ Press 9 ▪ Enter the expiry month (2 digits) ▪ Enter the expiry date (2 digits) ▪ Enter the expiry time – press 1 for a.m. ▪ Press 2 for p.m. 	<p>Recording a personalized greeting assures your callers they have reached the correct mailbox.</p> <p>The external greeting is played to all callers if an internal greeting has not been recorded. If an internal greeting has been recorded, the external greeting will only be played to callers off campus.</p> <p>The internal greeting can be a less formal greeting to be accessed by on campus callers only. It is not necessary to record this, if an external greeting has been recorded.</p> <p>The temporary greeting allows you to record a greeting to be played on a temporary basis (i.e. vacation, meetings) without deleting your internal/external greetings.</p> <p>The temporary greeting can be programmed to automatically shut off at a specified time. The external and/or internal greeting will resume.</p>

Alternate Log In	While connected to your mailbox, <ul style="list-style-type: none"> ▪ Press 81 ▪ Follow the normal log in procedure 	While connected to one mailbox, this feature will allow you to log in to another mailbox without logging off the current session. HINT: THIS FEATURE IS USEFUL, ALLOWING YOU TO LOG BACK IN TO YOUR MAILBOX TO ACCESS FEATURES WHICH WERE NOT AVAILABLE TO YOU WHEN YOUR MAILBOX WAS FULL.
Go To	<ul style="list-style-type: none"> ▪ Log in to your mailbox ▪ Press 86 ▪ Enter the message number you wish to listen to ▪ Press # 	Allows you to skip messages in your mailbox to listen to a specific message.
Cancel Mailbox Command	<ul style="list-style-type: none"> ▪ Press 8 # 	Allows you to cancel a mailbox command that has been entered in error.