

Wayne State University Voice Mail Instruction

You may access the voice mail system 24 hours a day, 7 days a week, from any touch-tone phone in the world. Once you're familiar with the system prompts, you may override them by pressing a touch-tone command. *Always exit the voice mail system by pressing 99.*

Set up a new mailbox

To set up a new mailbox, follow the steps below. Listen carefully to the system prompts.

1. Dial your voice mail access number (**7-3456 or 313-577-3456**).
2. Press **#**.
3. Enter your mailbox number (or press **#**, if calling from the line with voice mail).
4. Enter **1372054402** (*system default security code*).
5. Enter a **new security code** then press **#**. (*Use 0-9; your code may be 6 - 10 digits long.*)
6. Enter the new security code again, then press **#**.
7. Follow the prompts to record a **mailbox name** (*for example, your name and department*).
8. Follow the prompts to record a **personal greeting** (*for example, "Hello, this is Jane Smith..."*).
9. At the "Ready" prompt, dial **99** to exit.

In order for voice mail to answer your calls, you must call the help desk and have the required call forwarding features added to your telephone.

Access your mailbox instruction

1. Call the voice mail system (7-3456 or 313-577-3456).
2. At the prompt, press **# (pound)**.
3. Do one of the following:
 - Press **#** (if calling from the line whose mailbox you're accessing).
 - Enter your mailbox number (typically your phone number).
4. Enter your security code. A prompt announces the number of new and saved messages you have, then announces "Ready."

Listen to new messages

Access your mailbox

1. At the "Ready" prompt, press **5** to listen. While listening, you may:
 - **Back up** - press **2**
 - **Back up to the beginning** - press **22**
 - **Go forward** - press **4**
 - Obtain **time and date of the message** - press **8**
2. After listening to the message, do one of the following:
 - **Erase message** - press **3**
 - **Save message** - press **7**

Note: When you listen to a message *in its entirety*, unless you press **7** to save the message, the system *erases the message* when you exit the voice mail system.
3. To listen to additional messages, press **5**.
4. Press **99** to exit voice mail system.

Change your greeting

You may change your greeting as often as you like. Network Services recommends that your greeting be changed on a daily basis. However, if that is not convenient it should definitely be changed when you will be away from the office (example, on vacation).

Access your mailbox

Record a standard greeting

1. At the "Ready" prompt, press **4** (for greeting).
2. **Optional:** Press **5** to listen to your current greeting.
3. Press **6** (for new greeting). Listen carefully to the system prompts.
4. **Note:** While recording, you may press **22** to back up to the beginning
5. To stop recording, press **#**.
6. **Optional:** To listen to your new greeting, at the "Ready" prompt, press **45**.
7. Press **99** to exit voice mail system.

Extended Absence Greeting

Extended Absence Greeting will not allow messages to be left in your mailbox.

Access the mailbox

1. At the "Ready" prompt, **press 4** (for greeting).
2. **Press 7** (for extended absence greeting). Listen carefully to the system prompts and record greeting.
3. Once greeting is recorded, **press #**
4. **Press 9 9** to exit mailbox

When you return from vacation, **you must record a new standard greeting to remove the extended absence greeting.**

Record Standard Greeting

Access the mailbox

1. At the "Ready" prompt, **press 4** (for greeting).
2. **Press 2** (to remove extended absence greeting)
3. **Press 4** (to record **standard** greeting)
4. **Press 6** (for new greeting). Listen carefully to the system prompts.
5. Once greeting is recorded, **press #**
6. **Press 9 9 to exit mailbox**

Change your mailbox name

Your mailbox name announces the user of the mailbox, for example, "*Jane Smith, Education.*" When retrieving messages, users hear your mailbox name before they hear your message. The mailbox name also plays when someone sends a quick message.

Access the mailbox

1. At the "Ready" prompt, **press 16** (to access **custom options**).
2. **Press 8**. Listen carefully to the system prompts.
3. To stop recording, **press #**.
4. **Press 99**.

Change your security code

When the individual using a voice mailbox leaves the department or is no longer using a mailbox, Network Services recommends you change the security code. If you do not know the current security code, contact Network Services to reset it to the default (1372054402).

Access the mailbox

1. At the "Ready" prompt, press **16** (to access custom options).
2. Press **2** (for security code. Listen carefully to the system prompts.
3. To save the new security code, press **#**.
4. Press **99** to exit the system.

Quick message

To leave someone a voice mail message, it is not necessary to call their telephone number and wait to hear their greeting. To leave a quick message: Call the voice mail system (**7-3456 or 313-577-3456**).

1. Press *****.
2. Enter the desired mailbox number (the last 5 digits of the phone number). Listen for the mailbox name.
3. Record your message.
4. Hang up.

Voicemail Defaults

- Maximum greeting length = **2** Minutes
- Maximum message length that someone can leave in your voicemail box = **3** minutes
- Maximum number of messages that can be left in your voicemail box = **30**
- Maximum number of days that messages are kept (messages that you have not listened to) = **21** days
- Maximum number of days that saved messages are kept (messages you have listened to) **14 days**
- You will be forced to change your security code every **90** days. You cannot reuse the same security code. Be sure to follow the prompts given.

To manage the voice mail system's memory capacity, new messages (those that are not listened to) are purged (erased) from the system **21** days from the date they are received. If you save messages, they are erased from the system **14** days from the date you saved them. Delete any unnecessary messages on a regular basis. Saved messages kept longer than 14 days take up needless space in your mailbox since you are only allowed **30** messages total in your mailbox, including saved messages.

Keypad commands

The table below lists the various commands available in the voice mail system. Note that the command digit(s) often correspond to a letter on the touch-tone telephone keypad (indicated in bold).

Press touch-tone	If you want to
2	Back up within a message or recording
22	Back up to b eginning of a message or recording
3	Erase a message
4	Go forward within a message or recording
5	Listen to the next message
7	Save message
8	Announce the t ime and date of a message
13	Forward a message to another mailbox
14	Immediately call sender
15	Listen to the previous message
16	Access C ustom O ptions (for example, changing mailbox name, changing security code)
17	R eplay directly to sender's mailbox
18	Adjust v olume of a message
99	E xit mailbox and voice mail system
192	Listen to saved messages
191	Return to new messages from saved messages
*	Pause/resume/skip