These directions are based off of the premise that you have a pass code for your voice mailbox.

**DIALING:**
- **Operator**: Lift handset and dial “0”.
- **Extension**: Lift handset and dial 4 digit ext. number.
- **External Local**: Lift handset and dial 9 plus 330 and the number.
- **Emergency 911**: Lift handset and dial 911.

**VOICEMAIL ACCESS:**

*First Time Use:*
- Dial **3200** from your phone, enter your * and your extension and * sample *2378*, when prompted enter temp. passcode which is the same # as your extension.
- From your phone: Lift handset, dial **3200** then enter your **Passcode** when prompted.
- From another phone on campus: *(that has its own VM box)* Lift handset and dial **3200**. Wait to hear “Hello & User’s Name”. Press * your ext. number * sample *2378*, when prompted enter your Passcode.
- From outside the Campus: Dial the Voicemail phone number *(330-287-3200)* **Press * and immediately** enter your mailbox number and * again. Enter your **Passcode** when prompted.

**Voicemail:**
The Pass code for your voicemail box is initially the same # as your extension and must be changed when you enter your mailbox for the first time. There is a short tutorial that will play when you access your voicemail the first time. It is very important that you listen to, and complete the 3 minute tutorial before you hang-up. The three items that the tutorial covers which you will need to complete are:
1. **Setting your Passcode**
2. **Recording your Name and extension number for the Directory** *(So callers will know who they are calling when they dial your extension and your voicemail answers when you are not there to answer)* for example John Doe ext. 1111.
3. **Recording your voicemail greeting** *(Callers will hear this and then a beep prompting them to leave a message)*.

You will know that you have completed the tutorial when the tutorial instructor indicates “You have completed your voicemail box setup and are now ready to use your new voicemail box”. 
TRANSFER: Transferring a call
1) Ask the caller to wait.
2) Press the **Hook Flash**.
3) Dial the extension number where you want the call transferred.
4) Hang up.

HOLD: To place on hold
1) Ask the party to wait.
2) Dial *104.
3) Hang up.

HOLD: To retrieve a call on hold
1) Lift the handset.
2) Dial #104.
3) You are connected to the holding caller.

PLAYING MESSAGES

When entering your mailbox, the system will first tell you how many messages you have ("You have 2 urgent messages and 4 unplayed messages"). If you have any Urgent messages they will begin playing, otherwise Press the 7 key to hear your messages. You then have the following options:

- Press D (3) key to discard the message.
- Press K (5) key to keep the message.
- Press G (4) key to give the message to another user.
- Press P (7) key to play the message again.
- Press A (2) key to answer a subscribers message.

Quick TIPS for Playing Messages

At any time during message playback you can press:
1 to pause for 30 seconds
* to move back 5 seconds during playback
8 to skip to your next message, and
8* to go back to the beginning of your previous message
* to retrieve a message accidentally discarded during playback, (Press * right
MAKING MESSAGES

You can leave a voicemail for another extension by dialing that extension and then recording at the prompt.
To make a message to another user through the voicemail system (allowing more options):

- Log-In to your mailbox.
- Press M (6) key to make a message for another user.
- Enter the subscribers mailbox and press the # key.
- Record your message and press the # key to complete.
- Press D (3) key to discard your message and rerecord.
- Press R (7) key to review your message.
- Press A (2) key to append to your message and continue recording.
- Press M (6) key for message addressing options.
  - Press C (2) key to mark confidential.
  - Press R (7) key to request receipt.
  - Press U (8) key for urgent.
  - Press F (3) key for future delivery.
- Once you are satisfied press X (9) key to send the message.

USER OPTIONS

After initial setup you will have to login to your mailbox and press U or the 8 key to change your greeting, name, passcode, or establish distribution lists.

- Press G (4) key to change your greeting. (Primary, Busy, Call Fwd, and NoAnswer).
- Press N (6) key to change your name associated with the mailbox.
- Press P (7) key to change your passcode.
- Press L (5) key to change or set up distribution lists.
- Press T (8) key to listen to the tutorial again.

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