

Voicemail Features Explained

Revised, BCJ 5/14/2010

<u>Main Menu</u>	<u>Menu Options Description</u>
<p><1> Review</p>	<p><1> Reply: Note: The Reply feature is only available when the recipient is a Voicemail user. <1> To Call This Person Now: Place a call to the user who left the message. Note: This feature is only available when the recipient is a Voicemail user. <2> Reply by Voicemail: Record a message that will be sent to the user who left message. Please see Send description for delivery options.</p> <p><2> Erase: Move the message to the deleted messages folder, where it will stay for 3 days before being purged.</p> <p><3> Save: Mark the message as saved and keep it in the Inbox. Please Note: The system will keep messages in the Inbox for 60 days before being purged whether the message is unread or saved.</p> <p><4> Repeat: Repeat the Message.</p> <p><0> To Hear More Options: <5> Copy: Send a copy of the message with your remarks to the extension of your choice. <6> Envelope Information: Play the time and date the message was received and the sender's name.</p>

Main Menu

<2> Send

Menu Options Description

“Dial a mailbox number and press # or press 0 to use other addressing options. To cancel your message press *”

Enter the mailbox number and press #, or press * to cancel.

“Dial the next mailbox number. Press # if there are no more addresses. Press 0 to use other addressing options.”

Enter the next mailbox number and press #. Press # if there are no more addresses.

<0> Addressing options:

<2> Dial By Name:

Select a **Recipient** by entering the first **4 characters** of your party's **last name**.

<3> Dial by Personal Contact:

Select a **Recipient** from your **Personal Contact list**.

Please Note: This feature is not yet available.

<4> Dial by Personal Groups:

Select a **Recipient** from your **Personal Group list**. (Please see Personal Groups description)

<5> Dial by System Distribution List:

Select a **Recipient** from a **System Distribution list**.

(System Distribution lists are maintained and created by the System Administrator)

Note: Press # to end the addressing mode. The system will respond with “Addressing complete”.

<5> Begin Recording:

Record your message and press # to send.

See next page for delivery options.

Main Menu

<2> Send
(Cont.)

Menu Options Description

Delivery Options:

<*> Cancel Message:

Cancel the message and return to the **Main Menu**

<1> Private:

Mark the message **Private** which the recipient(s) will hear announced when they listen to your message.

<2> Future Delivery:

Send a Voicemail message at a later time or date. Below are the controls for this feature:

<1> Specify Future Delivery Date:

Enter the **Month, Day and Time** for the future delivery.

<2> Spell The Day of the Week:

Enter the **Day and Time** for the future delivery.

<3> Specify Future Delivery Time:

Enter the **Time** of the future delivery.

<*> Cancel Future Delivery:

Cancel the Future Delivery and return to the previous menu where you can decide what to do with your message.

<4> Urgent Priority:

Mark the message **Urgent Priority**. This will be announced when the recipient(s) listens to your message. An Urgent Priority message has higher priority than normal messages and will be placed first in the list when the recipient listens to their messages.

<77> Review Entire Message:

Playback the message you created.

<#> Send:

Send your message and return to the **Main Menu**.

Main Menu

<3> Personal Options

Menu Options Description

<1> Passcode:

Enter a new passcode followed by the # sign. A valid passcode consists of **5 – 10 numbers** and **cannot** include or be your extension number. The new passcode must be different from your **previous 2** passcodes.

<3> Instruction Length:

You can set the level of help instructions given to you by the system when using Voicemail:

<1> Standard Prompts:

Standard length instructions

<2> Extended Prompts (default= Extended):

More detailed instructions

<4> Notification Options:

The system can **notify** you when a message arrives in your inbox. Below are the controls for this feature:

<1> Alert Method:

<1> Notification Alert on/off (default=off):

Turn the notification alert feature on or off.

<2> Notification Alert by Pager:

Select this option if you want to be alerted by a pager.

Note: You need Enhanced or Extended Voicemail service for pager notification.

<3> Notification Alert by Phone:

Select this option if you want to be alerted via phone.

Note: You need Enhanced or Extended Voicemail service if notifying an off-campus number.

<2> Reason:

This feature is not yet available.

<3> Alert Schedule:

<1> All Times:

Receive a notification at all hours.

<2> Schedule Time:

Specify the start and end time for receiving Notification Alerts.

<4> Phone Number:

Enter the telephone or pager number.

Notes: Off-campus numbers require **<9>** in front of the number. If the number is in area code 949, enter **<9>**, then the 7 digit number. If the number is outside of area code 949, enter

<9>, then the full 10 digit number.

Main Menu

**<3> Personal
Options
(Cont.)**

Menu Options Description

<7> Admin Options:

<1> Voicemail Options:

Configure how you want the system to play back your messages.

<1> Sort Order for Message Playback:

<1> Toggle to play newest/oldest message first (default=newest):

Select which order you want your messages to be played back: newest message first

or oldest message first.

<2> Set Priority Message Playback:

<1> Toggle to play urgent/original sort order first (default=urgent):

Select which order you want your messages to be played back: messages marked

urgent first, or according to previously selected sort order.

<3> To Play Mail Box Confirmation:

<1> Toggle to play/not play Mail Box Confirmation (default=play):

Select whether you want the system to play your recorded name when you log in.

<4> To Play Status Confirmation:

<1> Toggle to play /not play Status Confirmation (default=play):

Select whether you want the system to play your status, when you log in.

<5> Set the Type of Messages Played:

<1> To Activate New or Saved Voicemail Playback:

Configure how the system will play back your Voicemail messages.

<1> To turn on new and saved messages playback (default= new and saved)

<2> To turn off saved messages playback

<3> To turn off new and saved messages playback

<2> To Activate New or Fax Playback:

This feature is not yet available.

<3> To Activate New or Email Playback:

This feature is not yet available.

<u>Main Menu</u>	<u>Menu Options Description</u>
<p><4> Name and Greeting</p>	<p><1> Change Recorded Name: Your recorded name is played to callers when they reach your Voicemail box. If you do not record your name, callers will hear a text-to-speech version of your name. <#> To accept current name <5> To record your name</p> <p><2> Change Greeting: <#> To accept current greeting <1> To record your Personal Greeting Callers will hear your Personal Greeting when they reach your Voicemail box. <#> To accept current Personal Greeting <5> To record your Personal Greeting</p> <p><2> To record Out Of Office Greeting: This is a temporary greeting that callers will hear when they reach your Voicemail box. Each time you login to Voicemail, the system will ask if you want to continue using the Out Of Office Greeting. <#> To accept current Out Of Office Greeting <5> To record your Out Of Office Greeting</p> <p><3> To Use a Standard System Greeting: The system will play the standard system greeting: “ <i>(your recorded name) is not available, please leave a message after the tone.</i> “</p> <p><3> Select an Attendant: Specify an extension to be called if the callers press “0” when they reach your Voicemail box. Note: You must have Enhanced or Extended Voicemail service to specify an off-campus phone number. If the number is in area code 949, enter <9> then the 7 digit number. If the number is outside of area code 949, enter <9> then the full 10 digit number.</p>

<u>Main Menu</u>	<u>Menu Options Description</u>
<p><5> Personal Groups</p>	<p><1> Create a Group Distribution List: Assign a number for the group distribution list you wish to create. The number must be between 2 – 10 digits long. <Enter number> of the Group Distribution list you wish to create. <Enter mailbox number> to add or remove a subscriber from the list <#> To spell a subscriber's name <1> To listen to the names on this list</p> <p><2> Edit a List: <Enter number> of the Group Distribution list you wish to edit. <Enter mailbox number> to add or remove a subscriber from the list <#> To spell a subscriber's name <1> To listen to the names on this list</p> <p><3> For names of Group Distribution lists: The system will play the numbers and names of existing Group Distribution lists <Enter number> of the Group Distribution list you wish to edit.</p> <p><4> Delete a List: <Enter number> of the Group Distribution list you wish to delete. The system will confirm that the specified group distribution list is deleted.</p>

<u>Main Menu</u>	<u>Menu Options Description</u>
<6> Applications	<3> Listen to Deleted Messages: <ul style="list-style-type: none"><1> Review:<ul style="list-style-type: none"><1> Reply by Voicemail:<p>The system will ask you to record a message that will be sent to the user who left the message.</p><2> Erase:<p>The system will permanently remove the message.</p><3> Save:<p>Mark the message as saved and move it back to the Inbox.</p><4> Repeat:<p>Repeat the message.</p><0> To Hear More Options:<ul style="list-style-type: none"><5> Copy:<p>Send a copy of the message with your introductory remarks to the extension of your choice.</p><6> Envelope Information:<p>Play the time and date the message was received and the sender's name.</p>

<u>Main Menu</u>	<u>Menu Options Description</u>
<p><7> Set User Status</p>	<p>You can set your status, which the users will hear when they reach your Voicemail box. For example “(your recorded name) is on vacation until Friday January 29, 2010.”</p> <p><1> For <i>available</i> (default=available)</p> <p><2> For <i>away from the desk</i></p> <p><3> For <i>at lunch</i>:</p> <ul style="list-style-type: none"> <2> To set <i>return time</i> Specify the time as military time. For example 8:00 AM is 0800 and 1:30 PM is 1330. <3> To skip this option The system will only announce your selected status and no return time. <p><4> For <i>do not disturb</i></p> <p><5> For <i>gone home</i></p> <p><6> For <i>in a meeting</i>:</p> <ul style="list-style-type: none"> <1> To specify <i>until date</i> Specify the date as a 2 digit month, day, year. Example: 012910 is January 29 2010. <2> To specify <i>return time</i> Specify the time as military time. For example 8:00 AM is 0800 and 1:30 PM is 1330. <3> To skip this option The system will only announce your selected status and no return time or date. <p><7> For <i>out of office</i>:</p> <ul style="list-style-type: none"> <1> To specify <i>until date</i> Specify the date as a 2 digit month, day, year. Example: 012910 is January 29 2010. <2> To specify <i>return time</i> Specify the time as military time. For example 8:00 AM is 0800 and 1:30 PM is 1330. <3> To skip this option The system will only announce your selected status and no return time or date. <p><8> For <i>out of town</i>:</p> <ul style="list-style-type: none"> <1> To specify <i>until date</i> Specify the date as a 2 digit month, day, year. Example: 012910 is January 29 2010. <2> To specify <i>return time</i> Specify the time as military time. For example 8:00 AM is 0800 and 1:30 PM is 1330. <3> To skip this option The system will only announce your selected status and no return time or date.

<u>Main Menu</u>	<u>Menu Options Description</u>
<7> Set User Status (Cont.)	<9> For <i>on vacation</i>: <1> To specify <i>until date</i> Specify the date as a 2 digit month, day, year. Example: 012910 is January 29 2010. <3> To skip this option The system will only announce your selected status and no return time or date. <10> For <i>working from home</i>
<*> Exit	<1> To access another mailbox: <Enter mailbox number> <2> To transfer to another extension: <Enter the extension number> <*> To Exit