

THOMPSON RIVERS UNIVERSITY

VOICE MAIL INSTRUCTIONS

Preparation for first time use:

There is a step by step tutorial on the Voice Mail system to set up your voice mailbox.

1. Select a 6 digit passcode that is relatively simple to remember (do not start it with a '0' (zero)).
2. Prepare a Greeting for your callers. We suggest the following general statement: "This is (name) at local xxxx. I am not available to answer your call at this time. Please leave a detailed message and I will call back when I return. Thank you."

We recommend that the Greeting be as informative as possible. For instance, it would be helpful to tell your caller "out for the morning" or "in a 2 hour meeting" or "I will not be available until March 23rd". This means changing your Greeting from time to time.

As all extensions have backup support you can include that information in your greeting.

For example: "This is (name speaking. I am not available to answer your call at this time. Please leave a detailed message and I will call back when I return. If you wish personal attention, please dial 0. Thank you."

3. Select a quiet time to record your greeting. The system is very sensitive and will pick up all the background noise. Press 7 to end the recording and review your Greeting. The additional prompts will activate immediately after.

Setting up your Voicemail (First Time Tutorial):

The tutorial will instruct you on setting up your Passcode, recording your Greeting and establishing a name for your mailbox.

Once you have completed the tutorial, your mailbox is activated and messages can then be left in your mailbox.

To access the tutorial from your telephone:

- Dial 7*
- Wait for Greeting
- Enter Tutorial Passcode 258369. This passcode will not be used again once you have recorded the greeting and completed the tutorial.

To access the Tutorial from another telephone:

- Dial 7* wait for answer from the system
- Dial ** and then
- Dial xxxx (where xxxx is your local number)
- Wait for Greeting
- Enter Tutorial Passcode 258369

To Change User options:

You can change your greeting, name or passcode after setting up your mailbox.

- Dial 7*
- Enter your Passcode 6 to 10 digits

Press the letter **U** or the number 8 key for **User** options. Then press the appropriate button to update your **Greeting** (number 4 key), **Name** (number 6 key) or **Passcode** (number 7 key).

Message notification:

Waiting messages in your mailbox will notify as follows:

- **Standard telephone set** – Your message light will flash and you will have stuttered dial tone.
- **Superset 4** – The letters **MSG** in the upper right corner of your screen and **1 MESSAGE WAITING** will be displayed across the screen for any number of messages you may have in your mailbox.
- **Newer Supersets** – large light in upper right corner flashes

To retrieve your messages:

Log into your mailbox.

- Dial 7*
- Enter your Passcode 6 to 10 digits

The voicemail will automatically play your first unplayed message.

Once you have played the message, you have a choice of options. You can press **D** (the 3 key) to **Discard**, **K** (the 5 key) to **Keep**, **G** (the 4 key) to **Give** the message to another user or if your message is from another voicemail user, you can press **A** (the 2 key) to record an **Answer**. You can also record additional comments when you **Give** a message. We would prefer that you do NOT keep too many messages to avoid using up valuable system time. Kept messages will not activate the message light on your phone. Kept messages will be saved **2 weeks**. Unplayed messages will be saved **4 weeks**. A max of 20 messages can be kept at any one time. Additional space can be added upon email request to the IT Service Desk (itservicedesk@tru.ca).

Depress **X** (the 9 key) to **eXit** the system.

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Voice Mail System Prompts

MAIN MENU

Play a Message	Make a Message	User Options	eXit
Play again	Review	Greeting	
Give	Discard and Rerecord	Name	
Keep	Append	Passcode	
Discard	Message Addressing	List	
Answer	Options	A - Add	
Make	C - Confidential	D - Drop	
	F - Future Delivery	R - Record	
	R - Request Receipt	P - Play	
	U - Urgent	X - EXit	
	X - EXit Message	Tutorial	
	Addressing Options	eXit	
	eXit to Main Menu		

To Access your voice mailbox from outside the office:

If you want to retrieve messages from outside the office, you MUST have a touch tone telephone.

- Dial xxx-xxxx your own office number (e.g. 828-5000)
- Wait for Voice Mail Greeting
- Dial *
- When prompted enter your voice mail passcode

Making Messages:

Voicemail allows you to Make a message and send it to another Voicemail user. In addition, you can send it with special delivery options.

To Record a Message For Another Voicemail User:

- Dial 7*
- Enter Passcode XXXXXX
- You will dial 6 to **M**ake a message for another user. The system will ask you to enter the number of the mailbox you wish to make the message for:
- Dial XXXX (local number)

The system will advise you of the name of the mailbox user that you entered. You can press * to delete the mailbox number or # to record. The system will advise you "your recording is complete" and present you with a menu to **R**eview, **D**iscard & rerecord and **A**ppend, as well as **M**essage addressing options. These options include make **C**onfidential, **F**uture delivery, request **R**eceipt, and mark **U**rgent. You can activate each option or all options and the system will confirm activation. Press **X** to **eX**it Message addressing options and **X** again to **eX**it the system.