TO LOG ON TO YOUR MAILBOX

Your mailbox is your 4-digit extension
Your temporary security code until you change it is 123456
Please listen to the prompts the first time you logon

From your desk dial 4000
- Enter your default security code of 123456
From another desk that has voice mail dial 4000
- Enter # then
- Enter your mailbox number
- Enter your security code

From another desk that doesn't have voice mail dial 4000
- Enter #
- Enter your mailbox number
- Enter your security code

Away from office – dial 315-267-4100
- Enter #
- Enter your mailbox number
- Enter your security code

LOGGING ON FOR THE FIRST TIME

- Login using one of the methods listed above
- The first time you logon you will hear the tutorial, which will walk you through setting up your mailbox
- Follow all the prompts provided to ensure that you change your security code, record your name and record your greeting

MAIN MENU

- Listen to messages 1
- Record and send a message 2
- Locate Messages 3
- Phone Manager User Options 4
- Restart session 5
- To quit 6

LISTENING OPTIONS

- To listen to unread messages 1
- To listen to all voice messages 2
- To listen to saved messages 5
- To quit (returns to the main menu) 6

WHILE LISTENING TO A MESSAGE

If you want to:
- To pause 2
- Back up five seconds 1
- Saved messages ##
- Skip to the next message 33
- Skip ahead 5 seconds 3
- Increase playback speed 66
- Decrease playback speed 4
- To return to the main menu *

AFTER LISTENING TO A MESSAGE

- To Save a Message 9
- To Delete a Message 7
- Reply 8
- **Options available but not spoken**
- Listen to envelope information 5
- Forward a message 6
- To return to the main menu *
- For Help 0

SHORT CUT KEYS

Once you become comfortable with the system below here are the shortcut keys to do the following:

- Change your standard greeting 4-4
- Change your out of office greeting 4-6
- Change your security code 4-1-4
- Change your recorded name 4-1-5
- To bypass a users personal greeting 2

TRANSFER CALLER INTO A MAILBOX

To transfer a caller to voice mail:
- While on the call hit the transfer key and dial the mail system 4000
- Press *
- Hear system menu, then press 8
- Enter the mailbox number you want to transfer the call to then press the # key
- Press the transfer key again, or the connect key depending on your phone set, to complete the transfer

WHILE LEAVING A MESSAGE

Press # to bypass the users greeting and begin recording, press 2 again when you are finished recording then:

- To mark a message urgent 7
- To review your message 6
- To discard and rerecord your message 4
- To send your message 5
- To leave a number where you can be reached 8
- To mark message private 3

~Note Depending on how your mailbox is set up, these commands may not be available or utilized by SUNY Potsdam. Please contact IT if you have specific needs.

PHONE MANAGER USER OPTIONS (OPTION 4 off the main menu)

This is how you will administrate your mailbox

- Personal Options 1
- Messaging Options 2
- Automated Attendant Options ~Note 3
- Record your standard greeting 4
- Record your out of office greeting 6
- To Quit Phone Manager *

PERSONAL OPTIONS (Option 1 from Phone Manager)

- Change immediate Message Notification 1
- Change the Daily message reminder 2
- To record personal greeting 3
- Change your security code 4
- Record your name 5
- Record an announcement for a mailbox you sponsor ~Note 6
- To quit Phone Manager *

MESSAGING OPTIONS (Option 2 from Phone Manager)

- Record a name for a mailbox you sponsor ~Note 2
- Change personal distribution list ~Note 3
- Change message forwarding ~Note 4
- Change message presentation ordering 5
- Change message envelope settings 6
- To quit Phone Manager *

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