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
Away from office – dial 315-267-4000
- 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 *

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) *

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

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

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 Qu it 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 *

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.