

Manhattan College VISUAL VOICE

OVERVIEW

Visual Voicemail gives you access to your mailbox using softkeys and, by using the associated feature keys, a more user-friendly option control.

LOGIN

Press **FEATURES** and then scroll down four times to see and select **Visual Voice**.

Scroll Up or down to view the following options:

- **Listen** – You can have direct access to your personal voicemail messages
- **Group** – You can have direct access to voicemails for any group you of which you are a member – **press arrow down once** to access Group messages. Press **Select** to listen
- **Message** – You can leave a message directly in a mailbox you specify
- **Greeting** – You can listen to, change or delete your greeting message (for your personal mailbox)
- **Password** – You can change your voicemail password (for your personal mailbox)

ADMINISTERING YOUR PERSONAL GREETING

Press the “**Visual VM**” button on your phone
Enter PASSCODE and press *DONE (or #)*.
Using up/down arrow key, scroll down to **Greeting**
Press **Select/OK**

The system will prompt you to “Please enter your access code”
Enter your password
Lift handset and press **Record**

*NOTE: Begin speaking immediately – the system will **not** beep to let you know when to start.*

Press **Stop** when finished recording
Press **Listen** if you wish to hear your greeting
Press **Submit** to save

CHANGING YOUR MAILBOX PASSCODE

1. Press “**Visual VM**” button on your phone
2. Enter current PASSCODE and press *DONE (or #)*
3. Using up/down arrow key, scroll down to **Password**
4. Press **Select/OK**
5. Key in current passcode and press **Done**
6. When prompted, key in **new passcode** and press **Done**

The display will exit to the main display if the change was accepted. Otherwise, you will be prompted to try again.

LISTENING TO YOUR MESSAGES

1. Press **Listen** and you will be presented with the following message categories for your messages:
 - New ()
 - Old ()*
 - Saved ()*

*Press down/up arrow keys to scroll to Old and Saved messages. *The number in brackets will reflect the number of each type of message in your mailbox*

2. Press **Select or OK** to listen. The first message in the selected category will play and the following message handling feature key options are displayed:
 - Pause** – Pauses the current message/resumes playing
 - Delete** – Deletes the current message
 - More** – Scrolls to another screen for additional options:
 - Save** – Changes the current message’s category to “Saved
 - Copy** – Copies the message to another mailbox or mailboxes (see instructions under “Copying Message”)
3. To delete a message, press **Delete** and you will hear a beep to confirm deletion
4. To save a message, press **Save** and you will hear a beep to confirm
5. To **Copy/Forward** message to another mailbox or mailboxes:
6. To copy **WITHOUT ADDING A COMMENT:**
 - a. Press **Copy**
 - b. Press **Targets**
 - c. **Enter mailbox number and # sign.** If copying to multiple mailboxes, enter mailbox and #, mailbox and #, etc.
 - d. Press **Done** when finished
 - e. To copy **WITH A COMMENT:**
 - a. Press **Copy**
 - b. Press **Pre-Rec**
 - c. Lift handset and record comment (*begin recording immediately - include your name if you want the recipients to know who’s sending the message*)
 - d. Press **Stop** (Do not hang up handset)
 - e. Press **Targets**
 - f. **Enter mailbox number(s) and # sign**
 - g. Press **Done**