**Manhattan College Voice Mail**

The first time you log in to your mailbox, you do not have a created password. Press # for your first time password. You will then be prompted to create a new password as well as record your name.

**LOGIN TO THE VOICE MAIL SYSTEM**
1. Dial *17 (star one seven) or press the MESSAGE button
2. Enter your extension number, followed by # (Hint: If you are at your own phone logging into your mailbox, you can press # for your extension number.
3. Enter your password, and #. **Your password for the initial login is #**.
4. First time log-in: The system will prompt you to enter a new password followed by the pound sign.
5. Enter your new password and #
6. The system will prompt you to enter your new password a 2nd time.
7. Enter password again and your new password will be set.
8. First time log-in: The system will prompt you to record a name on your mailbox (this does not take the place of your personal greeting)
9. Press 1, say your name, and press 1 again
10. Press # to approve

*You can usually dial through a voice prompt to enter a command. However, you cannot dial through error messages or prompts that the system wants you to hear.

**ADMINISTERING YOUR PERSONAL GREETING**
*You may include the “dial 0” option in your greeting. This will transfer a caller to an employee who can assist them.
1. After logging in to your mailbox, press 3 to administer personal greetings
2. To create, change, or delete a greeting Press 1
   To listen to a recorded greeting Press 0
3. Enter greeting number (1-9)
4. At the tone, record your greeting. After recording greeting, press 1
5. To re-record your greeting Press 21
   To approve your greeting Press #
   To start recording where you left off Press 1
   To play your greeting back Press 23
6. Press 1 to activate your greeting
7. Press the # sign to return to the Activity Menu

**SHORTCUT:** If you would like to by-pass an internal user’s greeting and go directly to leaving a message, press 1 when you hear their greeting.

**ACTIVITY MENU**
- To Record Messages Press 1
- To Get Messages Press 2
- To Administer Personal Greetings Press 3
- **Personal Configuration** Press 5 (not prompted)
  - To change password press 4
  - To re-record name press 5

**LISTENING TO MESSAGES**
1. After logging in to your mailbox, press 2. The message header will play.
2. Press 0 to listen to the message

**VOICEMAIL COMMANDS**
- To respond to or forward a message Press 1
- To delete a message Press *3 (*D)
- To skip to the next message Press #

**HIDDEN VOICEMAIL COMMANDS**
- To undelete the last deleted message Press **8
- To rewind to the beginning of a message Press 0
- To rewind to the header information Press 23
- To rewind a message 5 seconds Press 5
- To advance a message 5 seconds Press 6
- To pause a message Press 3
- To un-pause a message Press 3
- To restart at Activity Menu Press *7
- To transfer to an internal extension Press *8

**SENDING A RESPONSE TO AN INTERNAL MESSAGE**
1. While listening to a message, press 1
2. Press 1 to reply to sender by voice mail
3. To attach original message, press 9 for Yes or 6 for No
4. Record your response
Press # sign when you are finished recording your response. Your response will be sent