

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