

# Voicemail Manual

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There are two parts to this service:

**Telephone Answering:** The system answers the telephone for you when you are either on the phone or away from your desk.

**Voicemail:** You can send messages to other Voicemail subscribers from your own mailbox without having to call the person directly.

Voicemail is simple to use. Don't worry about making a mistake. Changes you make are not permanent; you can always change them.

Read this manual and follow the flow chart to see how easy it really is. You can also dial into Voicemail and listen to the prompts; they will guide you through the options.

If you need help while you are in your mailbox, press **0** for the help prompts.

Depending on the way your mailbox is set up, some features may not be available to you. You will not be prompted for those options.

Voicemail questions or problems should be directed to the Telecommunications department at **412-268-8500**.

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## First Time Setup

**Important:** If you do not initialize your mailbox within one week it will be turned off for security reasons.

1. Call the Voicemail system at 8-6700, or 412-268-6700 from off campus.  
**Note:** Do not use a speakerphone when initializing your mailbox.
2. Press #. (Explains you are a system user.)
3. Enter the 5-digit mailbox number that has been assigned to you.
4. Listen to the Tutorial.
5. Enter the Initial Password that has been assigned.
6. Change the Initial Password to your Personal Password. Your Personal Password must be 6 to 15 digits.
7. Record your name.
8. Record your personal greeting.
9. Listen to final reminders. Your mailbox has now been initialized for use.
10. **Call Telecom at extension 8-8500 to have your phone forwarded to Voicemail (i.e., to turn it on).**

You will receive a message waiting indicator on your office phone when you have new messages in your mailbox. Depending on your type of phone, the notification will either be a blinking light, a black diamond, or a stutter dialtone.

## To Access Your Mailbox from Your Office Phone

1. Call the Voicemail system at 8-6700.
2. Enter your password.
3. Follow the main menu for prompts to review or send messages.

## To Access Your Mailbox from Outside CMU

1. Call the Voice Mail system at 412-268-6700.
2. Press #.
3. Enter your 5-digit mailbox number.
4. Enter your Personal Password.
5. Follow the main menu.

## Transfer Call to Voicemail

As an administrative assistant you may have the need to transfer a caller into your supervisor's personal voicemail box. Follow these steps to transfer the call.

1. Depress the transfer button (switchhook or flash button on single line set).
2. Dial 86700.
3. Enter the 5-digit mailbox number for the voicemail box you wish to transfer the call to.
4. Press the transfer button again. (There is no need to press switchhook or flash button again on single line set.)
5. Hang up.

## Using the Call Forwarding Variable

If your telephone does not automatically forward to Voicemail, you can forward your phone to Voicemail at any time. Use the normal call forwarding procedures and direct your phone to extension 8-6700.

## Reviewing Messages

### Reviewing Voice Messages

After entering the voicemail system, press:

- 1 - 1 to listen to unheard messages first
- 1 - 2 to listen to heard, skipped voice messages

You have a number of options while a message is playing and after you have listened to it.

<b>Erase</b>	Press 7 to erase a message. Once you erase a message it cannot be retrieved. Your mailbox can receive a limited number of messages and can get full, so you should routinely erase unneeded archived messages. A Mailbox that is full cannot receive any new messages.
<b>Skip a Message</b>	Press # to skip to the next message at any time. You can skip to archived messages at any time by pressing # #. Any message you skip remains available for your review later.
<b>Replay</b>	Press 4 to replay a message.
<b>Cancel Review</b>	Press * to cancel review of your messages.
<b>Envelope Information</b>	Press 5 to obtain envelope information. You hear the sender's name (if the message is from a subscriber,) date and time sent, length of the message, and whether it is Urgent and/or Private.
<b>Send Copy to Another User with Introduction</b>	<ol style="list-style-type: none"> <li>1. After listening to the message, press 6 to send a copy of the message, or 6 - 6 to remove other introductions before sending a copy of the message.</li> <li>2. Record your introductory comments.</li> <li>3. Press # to indicate the end of your introduction.</li> <li>4. Press 1 to review your comments before sending (optional).</li> <li>5. Enter the destination mailbox or press # to dial by name.</li> </ol>
<b>Reply with a Voice Message</b>	<ol style="list-style-type: none"> <li>1. After listening to the message, press 8 to reply to the message.</li> <li>2. Record your reply.</li> <li>3. Press # to indicate the end of your message.</li> <li>4. Press # to send your reply. This puts your reply in the sender's mailbox.</li> </ol>

<b>Reply by Calling the Sender</b>	After listening to the message, press 8 - 8 if you want to call the sender of the message. This will ring the senders telephone.
<b>Save</b>	Press 9 to save a message to the archives.

## Reviewing FAX Messages

### To review a FAX message:

After entering the system, press:

- . 1 - 3 - 1 to hear about unheard fax messages
- . 1 - 3 - 2 to hear about skipped fax messages
- . 1 - 3 - 4 to print all unprinted fax messages

### To print a FAX message:

After hearing about fax messages, press:

- . 2 - 1 to print at your primary destination
- . 2 - 2 to print at an alternate destination
- . 2 - 3 to print at your current location
- . 2 - 4 to send a copy to a non-subscriber

## Playback Controls

While listening to a message you can perform the following:

Press...	To...
1	rewind 10 seconds
1 - 1	rewind to the beginning
2	pause (press 2 again to restart)
3	fast forward 10 seconds
3 - 3	fast forward to the end
4	play the message slower
5	obtain envelope information
6	play the message faster
8	return to normal volume
9	turn up the volume

## Recording a Message

After entering the system, press:

- . 2 to record the message (using recording controls, if desired).
- . # when finished recording.
- . 1 to replay your message (optional.)
- . \* to re-record (optional.)

## Sending Messages

After pressing # at the end of your message:

1. Enter the mailbox number or press # to spell the last name.
2. If you wish, select message delivery options.
3. Press # to send the message.

**Note:** If you are reaching the limit on the amount of time allowed to record a message, two beeps will be heard. At that point, you have about 10 more seconds to record.

## Recording Controls

See [Playback Controls](#).

Note: Press 5 after pausing allows you to resume recording.

## Selecting a Destination

A destination can be an individual subscriber's mailbox number or name, a personal or group distribution list number, or a Guest or Home mailbox number. You can send a message to any combination of destinations.

## Delivery Options

You may use any combination of delivery options. Options can be selected after you enter the destination and before you send the message. You may cancel any option for a particular destination by pressing its number again.

Private	Press 1 to mark your message Private. This prevents the recipient from sending the message to anyone else.
Urgent	Press 2 to mark your message Urgent. Use the Urgent delivery option with discretion because some subscribers could have their outcall notification set to call them immediately for Urgent messages. Do not use Urgent for routine messages.
Message Confirmation	Press 3 - 1 to receive a confirmation that the recipient has listened to your entire message, or press 3 - 2 to be notified if the recipient has not listened to your message.
Future Delivery	Press 4 to tell the system to deliver your message at a specific time in the future. The system will prompt you to specify a future delivery date and time.

## Locating Messages

Use the following options to locate sent or received messages.

### Sent Messages

You can use Locate Messages Sent to check the recipient's mailbox to see whether he or she has listened to your message.

1. After entering the system, press:
  - o 3 to locate messages.

- 1 to locate messages you have sent to other subscribers.
- 2. Identify the recipient's mailbox by entering the mailbox number or spelling the name.

## Received Messages

Locate Messages Received lets you ask the system to play messages sent to you from a subscriber or distribution list you specify.

1. After entering the system, press:
  - 3 to locate messages.
  - 2 to locate messages other callers have sent to you.
  - 1 to locate messages from a specific subscriber. Enter the subscriber's mailbox number or spell the name
  - 2 to locate messages received from outside callers.

## Notification Options

The Notification option is within the Personal Options section. Personal options give you the ability to set or change a variety of options in your mailbox that effect how the system performs for you.

1. After entering the system, press 4 for Personal Options and then press 1 for Notification.
2. The system tells you whether outcall and message waiting notification are on or off.
  - Outcall notification: The system calls you at a designated telephone number to tell you that you have messages. Press 1 to turn it on, or 2 to turn it off
  - Message waiting indicator: Either a light on your phone or stutter dialtone tells you that you have new, unheard messages. Press 3 to turn it on, or 4 to turn it off.

## Administrative Options

### Creating Passwords

Choose a password from 6 to 15 digits.

- Protect your mailbox password.
- Do not share it with anyone. Please do not use birth dates, telephone numbers, social security numbers, child's name, etc. when selecting your password.

**Security Note:** User mailboxes are password protected and confidential. However, in appropriate circumstances, someone with the proper authority could obtain access to your mailbox. The Voicemail system is covered by the Computing Services Code of Ethics.

### Your Personal Password

You can change your Personal password at any time after your initial entry into the system. Your password prevents others from accessing your mailbox and listening to your messages. To access your Personal Password:

After entering the system, press:

- 4 for Personal Options
- 2 for Admin. Options
- 1 for General Options
- 1 for Passwords

- 1 for Personal Password

## Home Password

You may give members of your family a password (or use this as a third Guest password). This password enables them to send and receive messages in the same manner as a guest. You will hear messages from Home before all other messages.

To access your Home Password after entering the system, press:

- 4 for Personal Options
- 2 for Admin. Options
- 1 for General Options
- 2 for Passwords
- 2 for Home Password

You can reply to home messages. To send a message to the Home mailbox, press 93 when prompted for a destination.

## Guest Passwords

You can have two Guest passwords and therefore two Guest mailboxes. You can provide a Guest password to someone who is not a subscriber but with whom you communicate frequently. This enables them to send messages directly to you and to receive messages from you, using a portion of your mailbox. Your guests can only hear messages you send them, and can only send messages to you. Other subscribers cannot send messages to your guests.

To access your Guest Password after entering the system, press:

- 4 for Personal Options
- 2 for Admin. Options
- 1 for General Options
- 1 for Passwords
- 3 for your first Guest Password
- 4 for your second Guest Password

To send a message to a Guest mailbox press 91 (Guest 1) or 92 (Guest 2) when prompted for a destination. You can also reply to Guest messages.

You can change guests who use your mailbox by simply changing the Guest password and giving the new password to the new guest. The former guest's messages will be erased automatically.

## Secretary Password

A Secretary Password allows your secretary or someone else you designate to enter your mailbox and obtain only the envelope information for the messages in your mailbox. Envelope information about messages from the Home mailbox is not played.

To access your Secretary Password after entering the system, press:

- 4 for Personal Options
- 2 for Admin. Options
- 1 for General Options
- 1 for Passwords

- 5 for Secretary Password

## Using Guest and Home Passwords

The person with a Guest, Home, or Secretary password must enter the system by:

- Calling the Voicemail system at 268-6700
- Pressing #
- Entering your mailbox number
- Entering the special password that allows entry into his or her portion of your mailbox

## Group Distribution Lists

### Creating a New Group Distribution List

You can use the Distribution List to send a message to many Voicemail users at once.

After entering the system, press:

- 4 for Personal Options
- 2 for Admin. Options
- 1 for General Options
- 2 for Group Lists
- 1 to create a list
- Assign a two (2) digit number code to the list you want to create (from 11 through 25).
- Record the name for the list (e.g., "Regional Sales Managers") .
- Enter the mailbox number or spell the name of each person you want on the list.
- 1 to review all names on the list (optional).
- \* to exit and save the complete list.

To Edit an existing list press 2

To Delete an existing list press 3

To Review or rename lists press 4

To send a message to one of your distribution lists, enter the two (2) digit code when prompted for a destination.

## Prompt Levels

There are three levels of prompts: Standard, Extended, and Rapid.

New subscribers are automatically prompted at the Standard level. As you become familiar with the system, you can change the prompt level to Extended or Rapid to hear prompts for all available options.

To access Prompt Levels after entering the system, press:

- 4 for Personal Options
- 2 for Admin. Options
- 1 for General Options
- 3 for Prompt Levels
- 1 for Standard Prompt  
This level of prompts guides you through the basic Review and Send functions at the Main Menu.
- 2 for Extended Prompts

Extended prompts give more detailed instructions and prompt you for use of all features.

- 3 for Rapid Prompts

Rapid prompts cover all features, but are very brief.

## Interrupting Prompts

As you become more familiar with the system, you will often know what to do without needing to hear the entire prompt. In that case, you can press the correct key and interrupt the prompt.

## Date and Time Playback

You can use this feature to hear the date and time each message was received. Date and time playback can be automatic or you can turn it On or Off at your convenience.

To access Date and Time Playback after entering the system, press:

- 4 for Personal Options
- 2 for Admin. Options
- 1 for General Options
- 4 for Date & Time Playback
- 1 to turn Date and Time Playback On
- 2 to turn Date and Time Playback Off

## Fax Options

To set up or change Primary Fax Printing Destination after entering the system, press:

- 4 for Personal Options
- 2 for Admin. Options
- 3 for Fax Options
- 1 to establish or change

## Personal Greetings

Your personal greeting is played to anyone calling or being transferred to your mailbox.

To Create Personal Greetings after entering the system, press:

- 4 for Personal Options
- 3 for Greetings
- 1 for Personal Greetings
- 2 to record a personal greeting.
- At this point you have the option to record two greetings that are played to callers under different circumstances:
  - 1 to record a greeting that tells callers you are away from your phone (no answer).
  - 2 to record a greeting that tells callers you are on the phone (busy). If you do not record a busy greeting, the system plays your no-answer greeting.

## Extended Absence Greeting

Your Extended Absence Greeting will be played in place of the Personal Greeting. This message advises callers that you are away from the office and will be checking your mailbox infrequently. Callers may leave

you a message or you could refer them to someone else. Callers cannot skip your Extended Absence Greeting. At the Greetings menu press 2 to record an Extended Absence Greeting.

## Outcall Notification Schedule

You can have the system call you at a designated telephone number to notify you when new messages are delivered to your mailbox.

To set up a Notification Schedule after entering the system, press:

- 4 for Personal Options
- 4 for Notification Schedule
- 1 for 1st schedule, or  
2 for 2nd schedule, or  
3 for Temporary schedule
- 1 to update or press 2 to cancel the schedule.
- Enter the telephone number where the system should call you.
- Enter the weekday notification time period.
- Enter the weekend notification time period.
- Select whether you want normal, Urgent, and/or Group Distribution messages for outcall notification.
- Select how soon the system should call you after a new message arrives (can be different for Urgent and non-urgent).
- Press 1 to confirm the schedule, or press 2 to change it.

## Extension Mailbox

This feature lets you send and receive voice messages, even if you share a telephone with other members of your organization. Everyone who shares a telephone is a member of a group mailbox, and each member has a personal mailbox.

A group mailbox:

- Receives voice messages for all members of the group to hear
- Provides access to the personal mailbox
- Has its own, changeable greeting
- Has its own, changeable password.

A personal mailbox:

- Can be reached directly or through the group mailbox
- Has all the capabilities of a personal voice mailbox that is not attached to a group mailbox.

<b>Access group mailbox</b>	After entering the system, press: <ul style="list-style-type: none"><li>• # to indicate you are a subscriber</li><li>• Enter your group mailbox number</li><li>• Enter your group password</li></ul>
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<b>Review message in group mailbox</b>	<ul style="list-style-type: none"> <li>• Reach your group mailbox</li> <li>• From the Main Menu press 1</li> <li>• Listen to the message; playback controls are available</li> <li>• If the message isn't for you, press # to skip it or send it to the appropriate extension number</li> <li>• At the end of the message, press 6</li> <li>• Record introduction</li> <li>• When finished recording, press #</li> <li>• Enter group mailbox number and extension number, or press # to spell name</li> <li>• Press # to send</li> </ul>
<b>Access group mailbox greetings</b>	From Group Mailbox Main Menu press 3 - 1
<b>Access group mailbox name</b>	From Group Mailbox Main Menu press 3 - 3
<b>Access group mailbox password</b>	From Group Mailbox Main Menu press 4
<b>Access personal mailbox from group mailbox</b>	<p>From your group mailbox:</p> <ul style="list-style-type: none"> <li>• Reach your group mailbox</li> <li>• From the Main Menu press 2</li> <li>• Enter your Personal Password</li> <li>• Enter the extension number assigned to you (a number from 1 to 9)</li> </ul> <p>By skipping the group mailbox, after entering the system, press:</p> <ul style="list-style-type: none"> <li>• # to indicate you are a subscriber</li> <li>• Enter your group mailbox number</li> <li>• Enter your personal password</li> <li>• Enter the extension number assigned to you (a number from 1 to 9)</li> </ul>

## Helpful Hints

* Key	Press * when you want to cancel what you are doing. During recording, press * to erase and re-record; when entering a destination number, press * once to reenter the number if you have made a mistake. While listening to a prompt, press * to "back up" to the previous menu. At the Main Menu, press * until you hear "Goodbye".
# Key	Press # when you want to complete a step, skip a message you are reviewing, or send a message. Pressing # also allows callers to skip Personal Greetings and go directly to the recording tone. As a subscriber, you can access your mailbox more quickly by pressing # as soon as you hear the system greeting. If you are in your mailbox, you can use # to interrupt most prompts if you know what you want to do. Pressing # can also be used to denote the length of a variable-length number such as a password, telephone number, or group list number. This keeps the system from having to wait to see whether you have finished entering digits.

## Voicemail Etiquette

**Identify Yourself and the Topic:** Don't assume that your message recipient will always recognize your

voice.

**Provide Details:** If you are calling to ask a question, ask it, rather than leaving a message to have the person call you back. The recipient can then prepare an answer before calling you back.

**Be Concise:** Be brief and address only one or two topics per message

**Respond to Messages:** Callers and other users will only leave you messages if you get back to them.

**Don't Hide Behind the System:** People will leave messages, but their first choice is to speak to you directly. If you are available, answer the telephone when it rings.

**Update Your Greeting:** When you are on vacation or away from your telephone for a significant period of time, use the "extended absence greeting" to notify callers when you will return or how they can reach someone else in your absence.

**Be an "Inside" Caller:** Send messages to other subscribers through your own mailbox, instead of an "outside caller" (meaning you called the person directly.) The other subscriber can then use the Reply feature to respond to you more easily.

**General:**

- If the topic is sensitive or complex, talk in person or write a memo.
- Delete messages often to avoid a full mailbox.
- Use Urgent with discretion.
- Don't ignore messages. Reply promptly.