RECORD/CHANGE GREETINGS & PASSWORD

1. After logging into your mailbox, select one of the following options:

<table>
<thead>
<tr>
<th>Option</th>
<th>Listen to or Record</th>
</tr>
</thead>
</table>
| 43     | Activate call handling and greetings:  
1: Block calls to your extension.  
4: Activate optional greetings.  
8: Review greeting rules.  
9: Delete all greeting rules. |
| 49     | Change password |
| 411    | Personal greeting |
| 412    | Extended Absence greeting |
| 413    | Optional greetings (1-9) |
| 415    | Please Hold prompt |
| 416    | Spoken Name  
Listening Options:  
1: Accept a recording  
2: Re-record  
3: Delete  
Recording Options:  
1: Replay  
2: Pause/Continue  
#: Finished  
*: Re-record  
3: Delete |
| 4123   | Delete greeting |

GENERAL TIPS
- If you pressed the wrong key, press * to cancel or back up.
- To go back to the main menu press * repeatedly until you hear “Main menu…”.
- To exist your mailbox, return to the main menu & press * again or hang up.
- To hear the menu again while you are listening to a message, press 0.

TELECOMMUTING & MOBILITY FEATURES
To obtain the following features, please contact the Customer Care Center:
- EC500 (Extension to Cellular)
- IP-Softphone
- Personal Meet-Me Conference (6-Party Maximum)
- Remote control of Send-Calls, Forwarding, & EC500

HELP
UTS Service Desk – 404-727-2323
http://it.emory.edu/voicemail
MODULAR MESSAGING
Modular Messaging uses the same telephone user interface as many cell phone voice mail systems. The basic commands are:

- 1 - Retrieve
- 7 - Delete
- 9 – Save

Your voicemail will store 36 minutes of messages.

After 45 days, new and saved messages will be automatically deleted.

TO ACCESS YOUR VOICEMAIL FOR THE FIRST TIME BY PHONE
The first time you access your voicemail by phone, you will be prompted to:

1. Change your password.
   - The initial Password is 111762.
2. When prompted, choose a password between 6 and 15 digits that:
   - Does not begin with zero.
   - Is not consecutive digits.
   - Is not your five-digit extension.
   - Is not a single repeated digit.
3. Record your name.
4. Record a greeting.

ACCESSING VOICEMAIL
1. Press the Message/Voicemail button on your phone or dial:
   - University & all other users: 404-251-0567
   - If you are accessing your voicemail away from your desk phone, enter your 5-digit extension at the prompt followed by #.
2. When prompted, enter your password and press #.

MESSAGE NOTIFICATION OPTIONS
1. Login to your voicemail.
2. Press 42 to enable or disable notifications.
3. Follow the instructions give from the system to update your Find Me, Call Me or Notify Me status.

Note: To create or update your notification numbers and options refer to the Web Options or Outlook Voicemail Options QRG on it.emory.edu/voicemail.

LISTENING TO MESSAGES
1. After logging in to your mailbox, press 1, 1 to retrieve your voicemail or 1, 2 for your emails.
2. After listening to the message, select one of the following options:
   - # - Skip the message. (the message waiting light will remain on).
   - 9 – Save the message. (the message waiting light will turn off once all new messages are read or deleted).
   - 4 – Replay the message.
   - 5 – Play Message Header (tells you the date, time, etc.)
   - 7 – Delete the message. (you must be at the end of the message).
   - 33 – Skip to the End of the message.
   - 6 – Forward message:
     ○ 2: forward the message with a comment at the beginning.
     ○ 1: forward the message without a comment.
   - 8 – Reply to sender without original message attached.
     ○ 1: reply to the sender.
     ○ 2: reply to all recipients.
     ○ 8: call the sender.
     ○ 9: list of recipients.

RECORDING AND SENDING A MESSAGE
1. After logging in to your mailbox, press 2.
2. Record your message at the tone then press #.
3. Enter the recipient’s extension or listen to the prompts for other options.
4. When prompted with the recipient’s name & extension, press # if correct.
5. Repeat steps 3-4 for each recipient.
6. When finished addressing, press #, # & listen to options or press #, #, # to send.

SHORTCUTS
- # - Bypass welcome greeting.
- 1,1 – Skip to start of message.
- #, # - Skip from new to saved to deleted messages.