Getting Started With Voice Mail

Setting Up Voice Mail

In order to begin using voice mail, you will need to do two things:

1. Change your PIN.
2. Go through the tutorial to set up your voice mailbox.

To begin the process:

- Press the button on the phone that has a picture of an envelope.

This will allow you to access your voice mail.

- You will be asked to enter your four-digit pin. The default pin is **1234**, followed by the **#** (sometimes called the hashtag or pound sign).

- You will then be asked to change your pin. We are using 6-digit pins. You will be asked to enter a pin of your own creation twice, followed by the pound sign.

- After you have successfully changed your PIN, you will be placed in a tutorial that will walk you through having the system say your name when you leave a message for someone with a DORS extension, and setting up your outgoing greeting for callers who call and you do not answer.

    o A few things often included in the message are your name and title, a contact person if the caller requires immediate attention, and an e-mail address where you can be contacted.

    o Some offices ask staff to include other things such as the hours you are in the office, or your e-mail address.

    o In order to be most clearly understood by a caller, please do not use the speaker phone to record your voice mail message. These tend to have an echo and background sound.

Checking Voice Mail

Please remember to check your voicemail for messages frequently.

To do this from your desk phone:

- Access your voice mail with the same button as you did previously.

- Then, enter the pin that you created.

- You will be placed into a menu where you can access your messages, record a new message, and a few other things.

If you want to check your voice mail from an outside phone number:

- Dial your office number (Example: 410-555-1234).

- When your message begins to play, press the star key.

- You will be asked to enter your ID number. This is your 4-digit telephone extension.

- You will then be asked for your PIN. Enter the 6-digit PIN you created.

- Follow the prompts to perform any of the functions listed.

Forgotten PIN

If you forget your pin, submit a service request to the Department of Information Technology (DoIT) Service Desk. Someone will get in touch with you to assist you in resetting your pin.