

Contents

<u>Page</u>	<u>Topic</u>
2	Terminology & essential elements of a Mailbox
2	System behaviour
3	How to setup your Mailbox (Accessing your Mailbox for the first time)
4	How to retrieve your Messages
5	How to change your Greeting
6	Additional Features
7	Access Your Mailbox (Comprehensive chart showing full functionality)
8	Listen to Messages (Comprehensive chart showing full functionality)
9	Record & Send Messages (Comprehensive chart showing full functionality)
10	Access PhoneManager (Comprehensive chart showing full functionality)
10	Use Other Services (Comprehensive chart showing full functionality)

**Terminology & essential elements of a Mailbox**

**Voicemail:**

A centralised telephone message forwarding and collection system available to extensions on the Campus Ericsson telecommunications system.

**Mailbox:**

When an extension is entered on Voicemail it is assigned a Mailbox. A Mailbox refers to the location where all messages associated with this extension are stored. Mailbox locations are usually referenced by the extension number of the handset/individual they are assigned to.

**Security Code:**

This is equivalent to a password, it ensures that access to a given Mailbox is only possible by entering the appropriate code. Security Codes can be between 4 and 10 digits in length.

**Record Name:**

When you access your Mailbox for the first time you are requested to "Record your Name". Messages you leave for other Mailbox users are always preceded with the contents of your Record Name.

**Greeting:**

This is the message a caller hears when the Mailbox owner is not available to answer the call and Voicemail is activated. Your Greeting should be designed to take account of the following:

- Inform the caller of who/where they have been connected to and that there is no one available.
- Indicate that they have the option of leaving a **brief** message. (You may find it necessary to request that they incorporate their name and telephone number in this message).
- The duration of each individual's Greeting will vary. However, be aware of the following:
  - Greeting too long - This will frustrate callers as they will have to listen to the whole Greeting before being able to leave the briefest of messages.
  - Greeting too short - Callers will not have time to formulate their message before the system commences recording same.

**NOTE:** Users can change their Security Code, Record Name and Greeting as often as they require.

**System Behaviour**

**All messages (saved or new) are automatically deleted from your mailbox when they are sixty days old.**

Unless instructed otherwise, Mailboxes for Voicemail users behave in the following manner.

Calls to an extension on Voicemail will be directed to Voicemail on "No Answer" and "On Busy". No Answer means that if an extension is unattended, calls will be directed to Voicemail after ten seconds, (i.e four/six handset rings). On Busy means that if the line/s of an extension are engaged, all subsequent calls will immediately be directed to Voicemail.

## TO SETUP YOUR MAILBOX

(Accessing your Mailbox for the first time)

***As a new mailbox user you will be required to set up your mailbox:***

### **TO LOG ON** (i.e. Access your Mailbox when at your own extension):

- DIAL THE VOICE MAIL ACCESS NUMBER ( 3400 )**
- ENTER DEFAULT SECURITY CODE ( 0000 )**

VOICE MAIL WILL NOW BRING YOU THROUGH THE PROCEDURE TO SET UP YOUR MAILBOX

- ENTER A *NEW SECURITY CODE*** (Between 4 & 15 digits)
- PRESS #**
- ENTER THE *NEW SECURITY CODE* AGAIN** (To Confirm)
- PRESS #**
- RECORD YOUR NAME*** (Only your name)
- DIAL 2 TO START/STOP RECORDING**
- DIAL 5 TO SAVE YOUR RECORDING**
- DIAL 6 TO REVIEW YOUR RECORDING**
- DIAL 4 TO DELETE**
- RECORD A PERSONAL GREETING*** (including your name)
  
- DIAL 2 TO START/STOP RECORDING**
- DIAL 5 TO SAVE YOUR RECORDING**
- DIAL 6 TO REVIEW YOUR RECORDING**
- DIAL 4 TO DELETE**

### **TO LOG OFF**(i.e. Exit your Mailbox):

- REPEAT PRESSING \*** (Until you receive the prompt 'Thank you for calling')  
(Pressing \* will always bring you back to the menu level you were previously at)

## RETRIEVING YOUR MESSAGES

### **TO RETRIEVE MESSAGES:**

- ❑ **DIAL VOICE MAIL ACCESS NUMBER ( 3400 )**  
OR **PRESS THE MESSAGE WAITING KEY (When flashing)**
- ❑ **ENTER YOUR SECURITY CODE**

***VOICE MAIL WILL TELL YOU HOW MANY MESSAGES YOU HAVE***

- ❑ **DIAL 1 TO LISTEN TO NEW MESSAGES**
- ❑ **DIAL 1 AGAIN TO PAUSE/ RESUME LISTENING**
- ❑ **DIAL 00 FOR TIME/DATE**
- ❑ **DIAL 2 TO FORWARD A MESSAGE TO ANOTHER MAILBOX USER**
- ❑ **DIAL 3 TO REWIND 5 SECONDS**
- ❑ **DIAL 4 TO DELETE A MESSAGE**
- ❑ **DIAL 5 TO SAVE A MESSAGE (messages saved for 30 days)**
- ❑ **DIAL 6 TO REWIND TO THE START OF A MESSAGE**
- ❑ **DIAL 7 TO SKIP TO THE NEXT MESSAGE**
- ❑ **DIAL 8 TO REPLY TO A MESSAGE**
- ❑ **DIAL 9 TO FAST FORWARD THROUGH A MESSAGE**
- ❑ **DIAL 5 TO ACCESS SAVED MESSAGES**

## CHANGING YOUR GREETING

### TO CHANGE YOUR GREETING:

- ❑ DIAL VOICE MAIL ACCESS CODE ( 3400 )
- ❑ ENTER YOUR SECURITY CODE
- ❑ DIAL **3132** TO ACCESS THE GREETING MENU
- ❑ DIAL 2 TO RECORD A NEW GREETING
- ❑ DIAL 2 TO START/STOP RECORDING
- ❑ DIAL 4 TO DELETE THIS GREETING
- ❑ DIAL 5 TO SAVE THIS GREETING
- ❑ DIAL 6 TO REVIEW THIS GREETING

**ADDITIONAL FEATURES**

<b>FEATURE</b>	<b>ACTIVATE</b>
Accessing your mailbox externally (i.e. from a telephone off-campus)	Dial external voicemail access number: ( 708 3400 ). Press # immediately Enter your mailbox number
Accessing your mailbox from another extension (where this extension has no voicemail)	Dial the voicemail access number: ( 3400 ) Press # Enter your mailbox number Enter your Security Code
Accessing your mailbox from another extension (where this extension has voicemail)	<b><i>Dial the voicemail access number: ( 3400 ) Press * followed by # Enter your mailbox number Enter your security number</i></b>
Immediate diversion to Voicemail (All callers will be diverted to your voicemail mailbox without your extension ringing)	<i>To divert calls to your extension immediately to voicemail</i> <b>Follow-me calls to voicemail by:</b> * 21 * 3400 # LCD display shows " <i>divert to 3400</i> ". <b>To cancel:</b> # 21 #
To skip-over listening to the Greeting of a called mailbox	<b>To leave a message without listening to the Greeting:</b> Once the Greeting begins to play press any digit on your keypad. This cuts out the Greeting and goes directly to the recording tone
Quick Messaging	Dial external voice mail number: ( 708 3400 ) Enter * ( 8 ) followed by the required mailbox number Leave your message after the tone then hang-up
Subscriber Mailbox	This is your extension number

**Access Your  
Mailbox**

**To access your OneBox mailbox:**

**When at your own extension number**

1. Dial: 3400
2. Enter your Security Code

**When off-campus**

1. Dial: 708 3400
2. Enter # immediately
3. Enter your Mailbox Number
4. Enter your Security Number

**When not at own extension**

1. Dial: 3400
2. Enter # immediately
3. Enter your Mailbox Number
4. Enter your Security Number

**Listen to Messages**

1

Listen to New Messages

5

Listen to saved messages

6

Access Selected Messages

7

Retrieve Deleted Messages

1

Listen

2

Forward Group

4

Delete Group

5

Save Group

Optional Menu <sup>1</sup>

1

Your Messages

2

Fax Messages

3

Email Messages

4

Messages from Outside Callers

5

Messages from a Specific Mailbox

9

All Messages

Option for Listening to Individual Messages

1

Pause/Resume Listening

2

Forward Message

3

Back up 5 seconds

4

Delete Message

Recover Message

5

Save

6

Review

7

Skip to Next Message

8

Reply

9

Advance 5 Seconds

0

Info/Group Selection Options

#

Help

\*

Exit/Cancel

1

Resume

3

Change Text Playback Language

4

Increase Speed

5

Set Bookmark

6

Increase Volume

7

Reduce Speed

8

Resume From Bookmark

9

Increase Volume

1

Select Mailbox

2

Record To Extension

3

Transfer To Number

4

Transfer To Number

0

Message Sender Info.

1

Select Message

2

Cancel Selection

7

Select All Messages

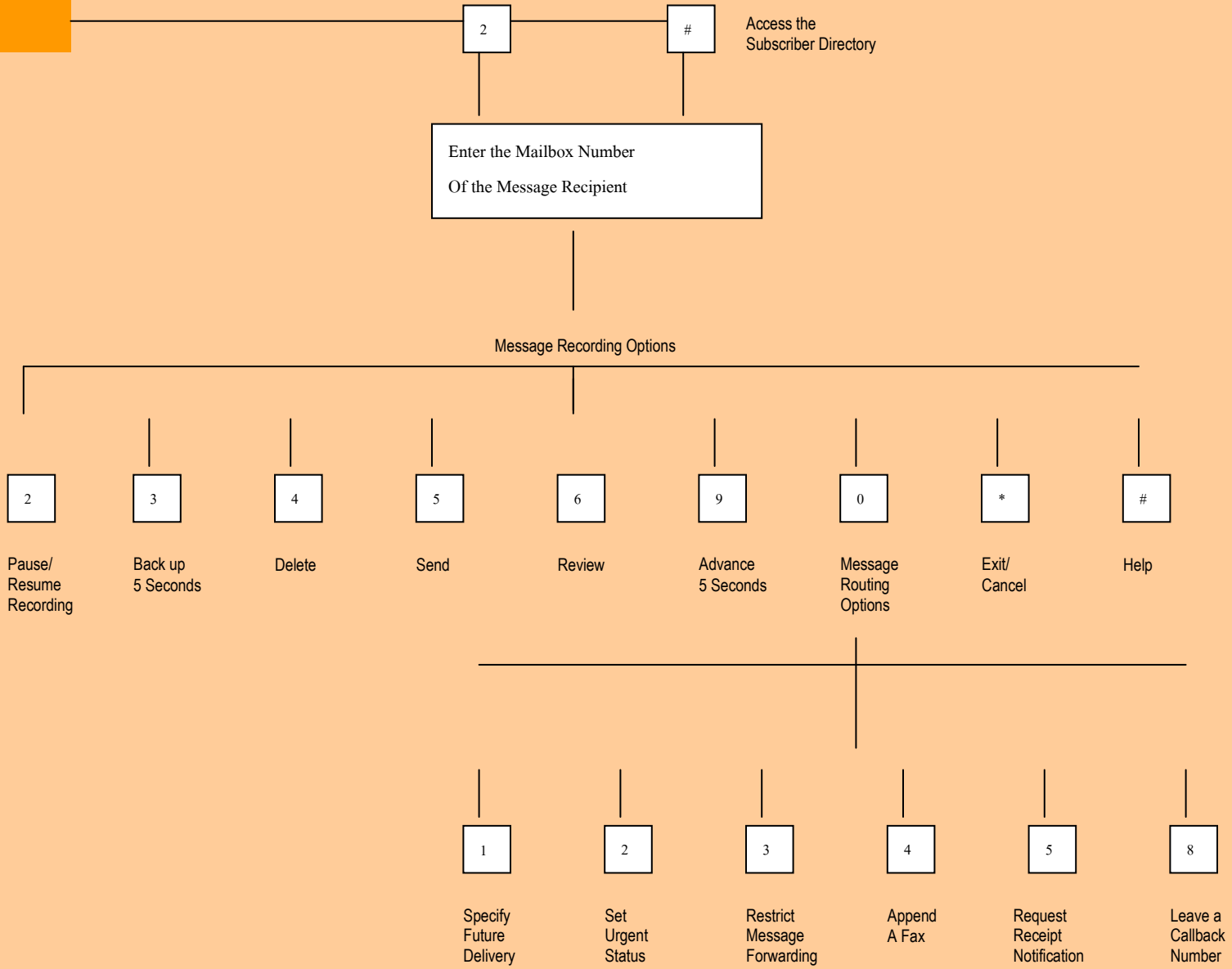
8

Cancel All Selections



**Record & Send**

**Messages**



**Access  
PhoneManager**

3

1

Personal Options

2

Messaging Options

3

Automated Attendant Options <sup>1</sup>

1

Change Message Notification <sup>2</sup>

2

Change Daily Message Reminder <sup>2</sup>

3

Record Personal Greeting

4

Change Security Code

5

Record Your Name

6

Record an Announcement For a Mailbox You sponsor

7

Change Language Selection

8

Change short Message Service (SMS) Notification <sup>3</sup>

1

Change Call Screening

2

Change Call Blocking

3

Change Extension Specific Processing

4

Access Diverted Call Processing

Optional <sup>1</sup>

1

Busy Greeting

2

Standard Greeting

3

Out-of-Office Greeting

2

Record a name For a Mailbox You Sponsor

3

Change a Personal Distribution List

4

Change Automatic Message Forwarding

5

Change Message Presentation <sup>1</sup>

6

Change Auto-Play of Envelope Information

**Use Other  
Services**

9

1

Place a Call

\*

Exit