

MCC VOICEMAIL MANUAL

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GETTING STARTED

Setting Up Your Voicemail Box for the First Time

All first-time users of MCC voicemail must go through a mandatory verbal tutorial. The tutorial will only be heard during the initial set up of your mailbox.

During the tutorial, the system will guide you through the process of setting up your voicemail box. You will be given step-by-step verbal directions on how to change your security code and record both your name and personal greeting.

Why is it important to set-up your mailbox? If you don't setup your mailbox, no one will be able to leave you a message.

Getting Started Directions: On-Campus from Your Desk

- Press the Voicemail key or dial 8699.
- When prompted to enter a security code, enter 0000 (four zeros).
- Follow the verbal directions to change the security code and personal information.

Getting Started Directions: From Off-campus

- Dial (815) 455-8699.
- When you hear the main greeting, press the # (pound) key.
- When prompted, enter your extension/mailbox number.
- When prompted to enter a security code, you must enter 0000 (four zeros).
- Follow the verbal directions to change the security code and personal information.

OPERATION GUIDE

Voicemail Access (On-campus and Off-campus)

Access the voicemail system by one of the methods below:

- **On campus from your desk**
 - Press the voicemail key on your phone or dial 8699.
 - When prompted, enter your security code.
- **From off campus**
 - Dial (815) 455-8699 and wait for the MCC main greeting to answer.
 - Press the # (pound) key.
 - Enter your extension.
 - Enter your security code.

After accessing your voicemail box, the system will tell you how many new and saved messages are in your mailbox. Each Mitel phone has a message-waiting light that will be blinking when you have new messages.

After being told how many new and saved messages you have, the system will tell you, “to listen to new messages, press 1 or press 5 to listen to saved messages.” The system will also tell you if you have no messages.

VOICEMAIL FEATURES USED EVERY DAY

The following voicemail features are used every day and are the most important features that you will use.

After listening to messages, you will be told by the system to do one of the following:

- Delete a message Press 4
- Save a message Press 5
- Review a message Press 6
- Skip to next message Press 7

Delete and Un-delete

You can delete a message by pressing 4 while listening or after listening. If you press 4 to delete the message before it is completed, the system will ask you to confirm if you want to delete, by pressing 4 again.

NOTE: You have one chance to recover a deleted message before it is gone forever. Please read the following very carefully:

AFTER YOU HAVE FINISHED LISTENING TO THE VOICEMAIL MESSAGE, DO NOT HANG UP. THE SYSTEM WILL GIVE YOU A MENU TO CHOOSE FROM. WHEN YOU HEAR, "TO RETRIEVE DELETED MESSAGES", press 7. The voicemail system will play the message for you and ask, "if you want to recover the deleted message", press 4. Once you have recovered the deleted message, listen to the verbal directions. The recovered message will become a new voicemail message. Please follow verbal directions!!!!

Save

After you listen to your message, you can save the message by pressing 5. Your message will be saved for 21 days and then it is deleted by voicemail system.

To Review Message

If you want to listen to a message over again, press 6. This will play the message from the beginning.

Skipping to Next Message

If you have a lot of new messages and are waiting for one in particular, you can skip messages by pressing 7. The messages you have skipped will still be there and you can go back and listen to them. The system will give you verbal directions.

CHANGING OPTIONS AFTER GOING THROUGH TUTORIAL

This part of the guide is probably the most asked about and very important to know.

Below you will find out how to:

- Change your security code
- Change your recorded name
- Change your normal personal greeting
- Change your out-of-office personal greeting

Changing the Security Code

NOTE: This must be at least four numbers.

- Access your mailbox
- Press 3
- Press 1 for personal options.
- Press 4 to change security code.
- You will be asked to enter a new code followed by the # (pound) key.
- The system will repeat your new security code. If it is correct, press 1 or press 9 and re-enter a new security code.

Changing the Recorded Name

Note: Just state your name only—nothing else.

- Access your mailbox
- Press 3
- Press 1 for personal options.
- Press 5 to record your name.
- Press 2 to start recording.
- State name and press 2 to stop recording.
- After recording, press 6 to review or press 4 to discard and start over.
- Press 5 to save the name you recorded.

Changing Your Normal Personal Greeting

- Access your mailbox
- Press 3
- Press 1 for personal options.
- Press 3 to record a personal greeting. You will be prompted to press 2 for normal greeting or 3 for out-of-office greeting.
- Press 2 to record your normal greeting. The system will play back your current recording and you may then press 4 to discard or press 2 to record a new greeting.
- Press 2 to start recording.
- Press 2 to stop recording.
- After you have stopped recording, you can press 6 to review or press 4 to discard and start over.
- After you are satisfied with the recording, press 5 to save your new greeting.

Changing Your Out-of-Office Greeting

- Access your mailbox
- Press 3
- Press 1 for personal options.
- Press 3 to record a personal greeting. You will be prompted to press 2 for a normal greeting or 3 for an out-of-office greeting.
- Press 3 for your out-of-office greeting. The system will play back your current recording and you may then press 4 to discard or press 2 to record and set a new out-of-office greeting.
- Press 2 to start recording.
- Press 2 to stop recording.
- After you have stopped recording, you can press 6 to review or press 4 to discard and start over.
- After you are satisfied with the recording, press 5 to save your new greeting.
- After you record your out-of-office greeting, it will be automatically turned on. To turn it off, access your mailbox and the system will tell you your out-of-office greeting is on. To turn it off, press 4.

Voicemail Greeting

The following is an example of a voicemail greeting. You do not have to use this—it's just a guide to follow.

“Hello you have reached the office of _____. I am either on the phone or away from my desk. Please leave your name, telephone number, and a detailed message after the tone, and I will return your call as soon as possible. If you need immediate assistance please press 0 to transfer to my assistant. Thank you for calling.”

OPTIONS WHILE LISTENING TO A MESSAGE

Pause

- While listening to a message, you can pause by pressing 1.
- While the message is paused, you can also:
 - Increase the volume of the message by pressing 6 one or more times
 - Decrease the volume of the message by pressing 9 one or more times
 - Increase the speed of message by pressing 4 one or more times. (Use this feature if the caller is a slow speaker.)
 - Decrease the speed of message by pressing 7 one or more times. (Use this feature if the caller speaks too fast and you don't understand what he/she is saying.)
 - To resume listening to message, press 1 again.

Forwarding a Message

NOTE: You can forward a message you received to one or more people by doing the following:

- While listening to the message, press 2.
- The system will ask you to enter the mailbox number of the person you wish to forward the message to.
- After entering the mailbox number, you will be given the chance to record an introduction message. Listen to the verbal directions.
- If you want to forward the message without an introduction message, Press 5.
- The system will ask you if you want to forward the message to another person, press 1 or press 9 if you don't want to send the message to another mailbox.
- If you press 9, the system will tell you to act upon the original message. Press 4 to delete or press 5 to save. You need to listen to other options that are given.
- If you press 1, you need to listen to the verbal instructions.

Back Up 5 Seconds

If you miss part of the message you are listening to, you can do the following:

- Press 3 and this will back up the voicemail message 5 seconds.

Advance 5 seconds

To advance through a message in 5-second increments, Press 9.

OTHER OPTIONS

One nice feature of our voicemail system is that after each message you will be given the date and time the message was sent.

Retrieving Information About Voicemail Message

While listening to the message, Press 00. This will give you the time and date the message was sent and gives you the phone number of caller. The voicemail system will also provide the name of the internal caller and extension number, i.e. Tom Carle at Extension 8597.

Help

Press the # (pound) key at any time for help. This will give you a review of all the current menu options.

Cancel/Exit

To cancel any function or to exit the voicemail system, press the * (star) key. Press the star key until you hear “Thank You for calling.”

LEAVING A VOICEMAIL MESSAGE

This section will give you some options on how to leave someone a message.

There are three ways you can leave a message:

- Call a person's extension, wait 4 to 5 rings, and leave message.
- Bypass calling, and directly route to voicemail.
- Leave a message from within your mailbox.

Call a Person's Extension and Leave Message

After calling a person's extension and waiting 4 to 5 rings, their greeting will begin. You may skip their greeting and start recording immediately by pressing 2.

NOTE: People sometimes leave an important greeting stating that they are on vacation or off campus. Please consider this when you decide to skip the greeting.

Bypass Calling Phone and Directly Route to Voicemail: From Desk

- Press the Voicemail Key on your phone.
- When system answers, press *, then press 9 and enter the person's extension, i.e. * 9 8597.
- You will immediately hear the person's greeting. Leave a message after greeting. After recording, Press 5 to send the message.

Bypass Calling Phone and Directly Route to Voicemail: From Home

- Dial (815) 455-8699
- When system answers, press 9 and enter person's extension.
- You will immediately hear the person's greeting. Leave message after greeting. After recording, Press 5 to send message.

Leave a Message for Another User While in Voicemail: From Desk

- Press Voicemail Key
- When prompted, enter your security code.
- Press “2” to record a message.
- Enter the extension or distribution box or press “#” for directory.
- Press 2 to start recording.
- Press 2 to stop recording.
- After you have stopped recording, you can do one of the following:
 - Press 2 to continue recording
 - Press 4 to discard and rerecord
 - Press 6 to review
 - Press 0 for message routing options:
 - Press 1 for future delivery. (This will allow you to send the message at a future date—you specify date and time.)
 - Press 2 for urgent delivery. (This lets the recipient know the message is urgent.)
 - Press 3 to restrict message forwarding. (This keeps your message from being forwarded to another extension/mailbox.)
 - Press 5 for return receipt notification. (This lets you know the message has been received.)
 - Press 8 to leave a callback number where you can be reached. You can leave any number where you can be reached.
 - To send the message, press 5. Follow the verbal directions if you want to send to others.

Call the Help Desk, x8457, and press 2 for phone help if you have any questions regarding this Voicemail Manual.