

Voice Mail

The Austin College Voice Mail system is accessible 24 hours a day from any phone on or off campus. Voice mailbox numbers and extensions are the same with one exception. If you share your office and phone with another person, your voice mailbox will be different from your extension number and will be assigned by the Austin College Telecom Administrator. Your callers will hear a menu to press 1 or 2 to route the call to your voice mailbox. After pressing the correct number, they will hear your greeting.

Initial Programming of your Voice Mailbox

Voice mailboxes should be programmed as soon as possible so callers will know they have the right mailbox and leave a message. A short tutorial starts the first time you access your mailbox. As you set up your voice mailbox, listen carefully to the system prompts. You will be asked to enter a passcode between 4 and 10 digits in length, record a greeting and record your name. Remember your passcode; you are the only one who will know it.

- From your phone dial 3101.
- The tutorial will begin.
- Record your passcode, your greeting and your name at the prompts.
- **NOTE:** Be sure to complete the tutorial. If the tutorial is not completed, it will start again the next time you access your voice mailbox.

Retrieving messages from your voice mailbox

If your message indicator light is blinking or you hear a stutter dial tone when the receiver is picked up, you have a voice message.

- Dial 3101, Enter passcode
- Press 7 - to play messages, prompt will tell you the number of new and saved messages.
- The message will need to be deleted or saved before continuing to play the rest of the messages. The time and name are played at the beginning of each message.
 - Press 3 to delete
 - Press 5 to keep (save)
- Retrieving messages from another on campus phone:
 - Dial 3101, enter * followed by your mailbox number, followed by * Example: *NNNN*
 - Enter your passcode when prompted
 - Press 7 (P for play)

Accessing your mailbox from off campus

- Dial (903) 813-3101
- Enter * followed by your mailbox number
- Enter your passcode when prompted
- At this point you can do anything you normally would do from your phone, play messages, change your greeting, make message, etc.

Changing voice mailbox greetings

- From your phone, dial 3101, the system will welcome you and prompt you to continue.
- Enter passcode
- Press 8 (user options)
- Press 4 (Greeting) to record a new greeting
- Follow the prompts to complete

Voice Mail Conditional Greeting

Your voice mail **primary personal greeting** is the greeting that you want callers to hear when you are in the office but cannot answer the phone. Keep it short, simple and current.

Ex. “You have reached.....(name). I am unable to take your call at this time. Please leave your name, number and a brief message and I will return your call as soon as possible. Thank you.”

Your **conditional personal greeting** is the greeting you want callers to hear when you are on vacation, sick or out of the office for a period of time. Use this to avoid re-recording your primary personal greeting.

You can also follow steps **1 - 8** to record your greeting any time, and then continue with step **9** after logging in with your passcode to **enable** your greeting before leaving for the day.

Do not forget to enable the greeting.

Remember, you do not have to wait for the recorded prompts.

To record and enable your conditional greeting:

1. Dial 5000 to log into your voice mailbox and enter your passcode.
2. Press **U (8)** for user options.
3. Press **G (4)** to change your greeting.
4. Press **C (2)** to change your conditional personal greeting.
5. Press **N (6)** to change your no answer greeting
 - If you forward your phone to someone else, press **F (3)** to change your forward greeting.
6. Press **R (7)** to record your greeting (wait for “recording complete”).
 - Press **R (7)** to review your recording.
 - Press **D (3)** if you would like to discard the recording and record again.
7. Press **X (9)** to save your recording (wait for the message “greeting changed”).
8. Press **X (9)** to exit to the previous menu.
9. **Press E (3) to enable your conditional personal greeting.**
 - Wait for the message “Your conditional personal greeting is enabled. When your phone is not answered, your callers will hear.....”.
 - **Don’t forget to enable the greeting.**
10. Press **X (9)** twice to exit.
11. Hang up.

When you return to the office, remember to enable your primary personal greeting:

1. Log into your voice mailbox and enter your passcode.
2. Press **U (8)** for user options.
3. Press **G (4)** to change your greeting. You will hear the message “Your conditional personal greeting is currently enabled. Your callers will now hear.....”.
4. Press **E (3)** to enable your primary personal greeting. You will hear the message “your primary personal greeting is enabled. Your callers will now hear.....”.
5. Press **X (9)** twice to exit.
6. Hang up.

**For assistance with any telephone or voice mail problem,
Call the Help Desk at x2063 or email helpdesk@austincollege.edu**