TRANSFERRING CALLS TO VOICEMAIL

To transfer a call in progress to a user's voicemail box:

For external calls:
1. Press the **[Transfer]** key
2. Dial 48899
   When voicemail answers
3. Enter the 5-digit mailbox number
4. Press 1
5. Hang up

For internal calls:
1. Press the **[Transfer]** key
2. Dial 48899
   When voicemail answers
3. Press #
4. Enter the 5-digit mailbox number
5. Press 1
6. Hang up

CALL FORWARDING TO VOICEMAIL

Call Forwarding routes incoming calls destined for a particular extension to voicemail

Enable Call Forwarding to voicemail:
1. Pick up handset; wait for dial tone
2. Press * 4 1; listen for interrupted dial tone
3. Enter 48899; receive steady dial tone. The **[TOGGLE]** key will illuminate

Disable Call Forwarding:
1. Pick up handset; wait for dial tone
2. Press # 4 1; receive steady dial tone. The **[TOGGLE]** key will darken

Note: Always place test calls after enabling or disabling forwarding to verify calls are routing as intended.

MAKE MESSAGES

Allows you to record a message for other voicemail boxes from your voicemail box. From the main menu press 5 to leave a new message

1. Enter the voicemail box number to send to
2. Press 1 to confirm the selected mailbox or 2 to enter a different mailbox
3. Record your message
4. Press *

Upon completing recording the message, the following options are available:
4 - Edit the recorded message
5 - Change the distribution choices
6 - Discard your message
- - Send your message

If you are unable to access voicemail or need your voicemail passcode reset, contact the University IT Helpdesk

Phone: (585) 275-2000
Email: univithelp@rochester.edu

UNIVERSITY of ROCHESTER
MELIORA 1850

Quick Reference For

Corporate Woods Voicemail

For Information or Assistance:

University IT

Phone: (585) 275-2000
Email: univithelp@rochester.edu
Online: tech.rochester.edu

SETUP

You must complete the following steps before you will be able to use your voicemail box. If you hang up before completing these steps, all changes will be lost.

Set up voicemail for the first time:
1. Dial 48899 (Corporate Woods voicemail access number)
2. Enter the default passcode: 37842556

Step 1: Set up name announcement
1. State your name
2. Press *
3. Review your recording
4. Press 1 to accept recording or 2 to retry

Step 2: Set up dial-by-name directory
1. Spell name numerically using touchpad
2. Review your entry
3. Press 1 to accept entry or 2 to retry
4. Select 1 to list yourself in the dial-by-name directory or 2 not to be listed

Step 3: Set up voicemail greeting
1. Record a greeting callers will hear when they reach your voicemail box
2. Press *
3. Review your recording
4. Press 1 to accept recording or 2 to retry

Step 4: Set up your passcode
1. Enter 4 -10 digits for your passcode
2. Press *
3. Re-enter your passcode to confirm
4. Press *
5. Press 1 to accept entry or 2 to retry

Step 5: Finish and confirm changes
1. Press 1 to accept completed setup or 2 to delete all changes and start set up from the beginning

Note: Wait for the system to notify you that all steps have been completed before you hang up.

IMPORTANT INFORMATION

The message waiting indicator light on the upper-right corner of your phone will illuminate when you have a new voicemail message.

The message waiting indicator light will remain illuminated until all new messages have been listened to.

Voicemail messages that have been played and saved will be deleted by the system after 30 days.

Voicemail messages that have not been played will be deleted by the system after 30 days.

Voicemail message that have been deleted cannot be recovered.

SPECIFICATIONS

Voicemail access number:
Voicemail access and forwarding number is 48899. From outside of Corporate Woods, the access number is (585) 784-8899

Personal greeting:
Each mailbox has a personal greeting for both internal and external callers.

Greeting override:
Press * to skip someone's greeting and begin recording your message.

LEAVING A VOICEMAIL MESSAGE

Upon reaching voicemail for an individual you called:
1. Record the message you wish to leave
2. Press * when finished

Upon completing recording the message, the following options are available:
1 - Add to the recorded message
2 - Listen to your message
- Discard your message and retry
* - Discard your message and exit voicemail

ACCESSING VOICEMAIL

From your own phone:
1. Dial 48899
2. Enter your passcode

From an internal phone other than your own with voicemail:
1. Dial 48899
2. Press # to reach the Message Center
3. Press 9 and your five-digit extension
4. Enter your passcode

From an internal phone other than your own without voicemail:
1. Dial 48899
2. Press 9 and your five-digit extension
3. Enter your passcode

From an external phone:
1. Dial (585) 784-8899
2. Press 9 and your five-digit extension
3. Enter your passcode

VOICEMAIL COMMANDS

Basic commands:
1 Yes
2 No
Move back a menu
* Return to main menu

Main menu:
4 Hear new messages
5 Leave a message
6 Review old messages
7 Setup options — change greeting, passcode, etc.

After listening to a message:
5 Check the next message
6 Delete message
7 Save/Archive message
8 Review message time stamp
9 Give the message to another mailbox
0 Save as a new message
Repeat the message