

## Set Up

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.**

- Dial 43660 (University-wide voicemail access number)
- Enter the **default passcode: 37842556**
- Listen to the instructions

### Step 1: Change your passcode

- You must enter six to ten digits for your new passcode

### Step 2: Record your personal greeting

- Press R (7) to end recording and **R**eview
- Press D (3) to **D**iscard and record again
- Press X (9) to save and continue

### Step 3: Record your name

- Press R (7) to end recording and **R**eview
- Press D (3) to **D**iscard and record again
- Press X (9) to save and continue

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

## Specifications

### Voicemail Access Number:

- Voicemail access and forwarding number is **43660**. From outside of the University, the access number is **585 274-3660**.

### Personal Greeting

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

### Greeting Override

- Press **1** to skip someone's greeting and begin recording your message.

### System Commands

- The letters used in voicemail correspond to the letters on your telephone's keypad. Example: P corresponds to the number 7.

## Accessing Voicemail

### From your own phone:

- Dial 43660 and enter your passcode

### From an internal phone other than your own with voicemail:

- Dial 43660
- Press \* to reach the "Welcome to the Message Center" greeting
- Enter your voicemail box (five or seven-digit extension number)
- Press \*
- Enter your passcode

### From an internal phone other than your own without voicemail:

- Dial 43660
- Enter your voicemail box (five or seven-digit extension number)
- Students access their voicemail box by dialing 21xxxxx, 22xxxxx or 23xxxxx depending on which box number they have selected
- Press \*
- Enter your passcode

### From an external phone:

- Dial 274-3660
- Enter your voicemail box (five or seven-digit extension number)
- Press \*
- Enter your passcode

## Instructions Specific to Student Voicemail Service

For student mailboxes in double and triple rooms:

Each student can choose a mailbox number. The mailboxes will be 21xxxxx, 22xxxxx if it is a double room and 23xxxxx if it is a triple room. XXXXX is the phone extension in the room. Example: the room extension is 34567; the student mailbox numbers are 2134567, 2234567, or 2334567.

### From your room:

- Dial 43660
- Press 1 for mailbox 21xxxxx, 2 for mailbox 22xxxxx or 3 for mailbox 23xxxxx

- Enter the **default passcode: 37842556**
- Follow Steps 1-3 in the **Set Up** section of this guide

After the mailbox is setup when a caller reaches the voicemail for the room they will hear the following:

"To leave a message for Joe Smith press 1  
John Hutchinson press 2  
Alex Brown press 3"

When the caller makes the selection they will hear the student's personal greeting.

## One Touch Buttons Used to Forward to Voicemail and Cancel Forwarding to Voicemail

Call Forwarding to Voicemail for Internal Calls:  
From your phone

- Wait for dial tone of the extension you wish to forward
- Press the VM-I SET button

Call Forwarding to Voicemail for External Calls:  
From your phone

- Wait for dial tone of the extension you wish to forward
- Press the VM-E SET button

Cancel Call Forwarding to Voicemail for Internal Calls:

From your phone

- Wait for dial tone of the extension you wish to cancel call forwarding on
- Press the VM-I CNL button

Cancel Call Forwarding to Voicemail for External Calls:

From your phone

- Wait for dial tone of the extension you wish to cancel call forwarding on
- Press the VM-E CNL button

## Voicemail Commands

After entering your voicemail box (five-digit extension number), press \* and your passcode. There will be three options:

### *Play Messages:*

From the main menu press **P** (7) to listen to your messages. While playing your messages you are able to access the following choices:

**P** (7) = **P**lay or replay message

- Press \* to rewind five seconds
- Press # to fast forward five seconds
- Press T (8) to **T**ravel or skip to the next message
- Press T (8) and \* to **T**ravel or skip to the previous message

**K** (5) = **K**eep or save message

**D** (3) = **D**iscard or delete message

- Press \* before playing the next message to retrieve the last discarded message

**A** (2) = **A**nswer or reply to a message from another voicemail box

- Record your message
- Press # to stop recording
- Refer to "After recording the message" for the next set of options

## Make Messages

Allows you to record a message for other voicemail boxes from your voicemail box.

From the main menu press **M** (6) to **M**ake or record a new message

- Enter the voicemail box (five-digit extension number) or distribution list number you would like the message delivered to
- Press \* to delete last entry
- Press # to start recording message
- Press # to stop recording

*After recording the message you are able to access the following choices:*

**R** (7) = **R**eview recorded message

**A** (2) = **A**ppend or add to the end of the message

**D** (3) = **D**iscard or delete recorded message

**M** (6) = **M**essage addressing

- Choose one of the following options:
  - C** (2) = Mark **C**onfidential
  - R** (7) = Request **R**eceipt
  - U** (8) = Mark **U**rgent
  - X** (9) = **E**Xit option
  - X** (9) = Send message

### *User Options*

From the main menu press **U** (8) to access the following choices:

**G** (4) = Change your **G**reeting

**N** (6) = Change your **N**ame announcement

**P** (7) = Change your **P**asscode

**L** (5) = Change or modify your distribution **L**ists

- Enter the list number (2 to 11)
- Choose one of the following options:
  - N** (6) = **N**ame list
  - A** (2) = **A**dd members to list
  - D** (3) = **D**elete members
  - P** (7) = **P**lay members of list

### *Exiting your voicemail box*

Allows you to get out of your voicemail box

- Press X (9)
- Hang up the handset

## Important Information

Voicemail messages (un-played, played or saved) will be deleted by the system after 60 days.



# Quick Reference For Student Voicemail

## For Information or Help:

**University IT  
x52000**

**Email:**  
[univithelp@rochester.edu](mailto:univithelp@rochester.edu)

**Online:**  
[www.rochester.edu/it](http://www.rochester.edu/it)

For a complete telephone and voicemail guides,  
please visit [www.rochester.edu/it](http://www.rochester.edu/it)