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 Review
  - Press D (3) to Discard and record again
  - Press X (9) to save and continue

Step 3: Record your name
  - Press R (7) to end recording and Review
  - Press D (3) to Discard 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.

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 21xxxx, 22xxxx if it is a double room and 23xxxx 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 21xxxx, 2 for mailbox 22xxxx or 3 for mailbox 23xxxx

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 21xxxx, 22xxxx or 23xxxx 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

- 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) = Play or replay message
  • Press * to rewind five seconds
  • Press # to fast forward five seconds
  • Press T (8) to Travel or skip to the next message
  • Press T (8) and * to Travel or skip to the previous message

K (5) = Keep or save message

D (3) = Discard or delete message
  • Press * before playing the next message to retrieve the last discarded message

A (2) = Answer 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 Make 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) = Review recorded message
A (2) = Append or add to the end of the message

D (3) = Discard or delete recorded message
M (6) = Message addressing
  • Choose one of the following options:
    C (2) = Mark Confidential
    R (7) = Request Receipt
    U (8) = Mark Urgent
    X (9) = Exit option
    X (9) = Send message

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

G (4) = Change your Greeting
N (6) = Change your Name announcement
P (7) = Change your Passcode
L (5) = Change or modify your distribution Lists
  • Enter the list number (2 to 11)
  • Choose one of the following options:
    A (2) = Name list
    D (3) = Delete members
    P (7) = Play 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

Online:
www.rochester.edu/it

For a complete telephone and voicemail guides, please visit www.rochester.edu/it

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