

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 **33333**
- Enter the **default passcode: 37842556**

Change your passcode

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

Record your name

- Press 2 to start Recording and to stop
- Press 4 to Discard and record again
- Press 5 to Save
- Press * to Quit

Record your personal greeting

- Press 2 to start Recording and to stop
- Press 4 to Discard and record again
- Press 5 to Save
- Hang up to exit

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

Important Information

Voicemail messages that have been played and saved will be deleted by the system after 15 days.

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

Specifications

Voicemail Access Number:

- Voicemail access and forwarding number is **33333**. From outside of the University, the access number is **585-273-3333**.

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 **33333** and enter your passcode

From an internal phone other than your own with voicemail:

- Dial **33333**
- Press * to reach the "Welcome to the Message Center" greeting
- Press # to login to your mailbox
- Enter your voicemail box (five or seven-digit) extension number
- Enter your passcode

From an internal phone other than your own without voicemail:

- Dial **33333**
- Enter your voicemail box (five or seven-digit extension number)
- Enter your passcode

From an external phone:

- Dial **585-273-3333**
- **Press #**
- Enter your voicemail box (five or seven-digit extension number)
- Enter your passcode

Call Forwarding ~ Internal Calls

From your phone:

- Wait for dial tone of the extension to forward
- Press *40, listen for interrupted dial tone
- Dial **33333**; receive steady dial tone
- Hang up the handset

From your phone (with display):

- Wait for dial tone on the extension to forward
- Press Toggle button (it will light)
- Press FWD (FORWARD) button
- Dial **33333**
- Hang up the handset
- Verify Toggle button is lit; press FWD button;
- display will identify where calls are forwarded

Call Forwarding ~ External Calls

From your phone:

- Wait for dial tone on the extension to forward
- Press *41, listen for interrupted dial tone
- Dial **33333**; receive steady dial tone
- Hang up the handset

From your phone (with display):

- Wait for dial tone on the extension to forward
- Press Toggle button (it will light)
- Press FWD (FORWARD) button
- Dial **33333**
- Hang up the handset
- Verify Toggle button is lit; press FWD button;
- display will identify where calls are forwarded

Cancel Call Forwarding ~ Internal

From your phone:

- Wait for dial tone on the extension to "unforward"
- Press #40; receive steady dial tone
- Hang up the handset

From your phone (with display):

- Wait for dial tone on the extension to "unforward"
- Verify Toggle button is lit; press FWD button
- Hang up

Call Forward Cancel ~ External Calls

From your phone:

- Wait for dial tone on the extension to "unforward"
- Press #41; receive steady dial tone
- Hang up the handset

From your phone (with display):

- Wait for dial tone on the extension to "unforward"
- Press FWD button
- Hang up

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

Exiting your voicemail box

X (9) to log out of your voicemail box and return to the welcome prompt

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
 - F** (3) = **F**uture **D**elivery
 - R** (7) = Request **R**eceipt
 - U** (8) = Mark **U**rgent
 - X** (9) = **E**Xit option
 - X** (9) = Send message

Voicemail Web Access

While connected to an authenticated University network or VPN, visit

<https://voicemail.rochester.edu>

Username: 5-digit extension

Password: VM passcode

Unified Messaging (Voicemail-to-Email)

Get email notifications of voicemail, visit

<https://tech.rochester.edu/unified-messaging> to request



Quick Reference For

Voicemail

For Information or Help:

University IT
585-275-2000

Email:
univithelp@rochester.edu

Online:
tech.rochester.edu

User Options

While logged into your voicemail box

- (1) Personal options
- (2) Messaging Options
- (3) Automated attendant options
- (4) Record your standard greeting
- (5) Record your busy greeting
- (6) Record your out-of-office greeting