SET UP

You must complete the following steps before you will be able to use your voicemail box.
*Please Note: 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!

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 **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

CALL FORWARDING ~ INTERNAL CALLS

From your phone:
- Wait for dial tone of the extension to forward
- **Press *40**, listen for interrupted dial tone
- Dial 43660; receive steady dial tone
- Hang up the handset

CALL FORWARDING ~ EXTERNAL CALLS

From your phone:
- Wait for dial tone of the extension to forward
- **Press *41**, listen for interrupted dial tone
- Dial 43660; receive steady dial tone
- Hang up the handset

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

CANCEL CALL FORWARDING ~ EXTERNAL

From your phone:
- Wait for dial tone on the extension to "unforward"
- **Press#40**, receive steady dial tone
- Hang up the handset

CALL FORWARDING ~ INTERNAL CALLS (display phones only)

From your phone:
- Wait for dial tone on the extension to forward
- **Press Toggle button** (it will light)
- **Press FWD** (FORWARD) button
- Dial 43660
- Hang up the handset
- Verify Toggle button is lit; press FWD button;
- Display will identify where calls are forwarded

CALL FORWARDING ~ EXTERNAL CALLS (display phones only)

From your phone:
- Wait for dial tone on the extension to forward
- Verify TOGGLE button is not lit
- **Press FWD** button
- Dial 43660
- Hang up the handset
- Press FWD; display will identify call destination

CALL FORWARD CANCEL ~ INTERNAL CALLS (display phones only)

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

CALL FORWARD CANCEL ~ EXTERNAL CALLS (display phones only)

From your phone:
- 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) = 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 **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) = 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 **C**onfidential
  R (7) = Request **R**eceipt
  U (8) = Mark **U**rgent
  X (9) = E**X**it 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

VOICEMAIL
HOW TO & QUICK REFERENCE

For Information or Help:
University IT
☎ 275-2000
✉ univithelp@rochester.edu

🌐 tech.rochester.edu/services/ facultystaff-telephone-voicemail/

For a complete voicemail user's guide, please contact University IT at 275-2000.