

Creating and Accessing your Voice Mail: 2007

Starting: Create your voice mail from the Tutorial.

1. If you are at your desk lift the handset and press the message key (auto dial 2010)
2. If you are not at your desk but in the building go to any phone, lift the handset and dial 2001. You will hear a prompt that says, "quick messaging"- press the # sign. The prompt will ask for your mail box number (your Ext number)
3. If you are off campus dial into the college using 607-844-8222 and when you hear the auto message press the # key. - See above.
4. The Tutorial will next ask for your security code. To start everyone is "0000".
5. Next you will need to select a new security code 4 to 15 digits long.
6. Next to record your name with no greeting (this is part of our electronic directory)
7. Next record a normal greeting—
"Hi you have reached the voice mail for (your name) I am either on the phone or away from the desk at this time. However, your message is very important to me. Please leave me a detailed message at the prompt and I shall respond back to you as soon as possible."
Or
"Hi you have reached the voice mailbox for (your name). I check this message center several times each day. Your message is very important to me so at the tone leave me a detailed message."
(You can play your message back by pressing 6, and you can delete attempts you don't like until you find the one that you do like- just follow the Voice mail prompts. Don't forget to save this message.) All mailboxes do have a press "0" option for returning the caller to additional staff that may assist them. Which staff does change based on your office. So please check to see whom your supporting staff may be and include this in your message.
8. All done.

Accessing your voice mail messages:

Method for Inside the Building:

1. If you are at you desk lift the handset and press the message button or press 2010.
If not at your desk just go to any phone at all. (Classroom, wall, any phone.)
Pick up the handset and press "2001".)
2. You will hear an automated prompt, which says, "quick messaging."
3. You then press the "#" key.
4. The next message will ask you to enter your mail box number. (Extension number)
5. You are now logged into your mailbox.
6. Just follow the prompts to listen, delete, save, forward etc....your messages."

Method for external to TC3.

1. Dial 607-844-8222, When you hear the auto greeting press the "#" key. Then all the other steps are the same as from inside the building.

Once you have set your mailbox up you can then access it 24/7 both on campus and off by using the same methods as outlined above. Once you have created the mailbox and later log into it you will hear a series of prompts. You will hear that you have "x" number of new message and "x" number of saved messages. As you listen to messages you may delete them, save them, forward the message. The prompts for working the system are easy to follow but if you have any troubles or questions feel free to contact me.

Any problems let me know and Good Luck and Have fun.

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Recording Announcements for your voice mailbox

- 1. Log into your personal voice mailbox.**
- 2. Press “3” to bring up the mailbox manager.**
- 3. Press “1” for personal options.**
- 4. Press “3” to record messages for mailboxes.**
- 5. The system will play the current recording.**
- 6. Press “4” to delete the old message.**
- 7. Press “3” to bring up the same message as before – except the message will say nothing is currently recorded.**
- 8. Press “2” to start recording your message and then “2” when your message is recorded.**
- 9. If you would like to listen to how your message sounds press “6” after completing the recording above.**
- 10. If you are happy with your message press “5” to save the message.**

Review of telephone Features:

- 1. Conference calls:**
 - a. Pick up handset and call the first party.**
 - b. After they answer press the conference key.**
 - c. Dial the next person.**
 - d. When they answer press the conference key**
 - e. Again and all three will be on the line.**
 - f. Repeat the process up to six connections at one time. (One of the connections must be here at TC3.**
 - g. Anyone can drop out of this loop but if one TC3 caller remains the loop is open.**

- 2. Personal Long Distance Calls.**
 - a. Pick up the handset and press “1511.”**
 - b. Dial the rest of the number as normal.**
 - c. When we see the billing this will flag the call.**
 - d. We then will credit your department and charge you the call.**

Review of Voice Mail Features

- 1. Changing your greeting.**
 - a. Pick up the handset and dial 2000 or press the message key.**
 - b. Enter your security code.**
 - c. At main message center prompt press “3” to enter the mailbox manager.**
 - d. Then press “1” which enters personal options.**
 - e. Press “3” for record personal greeting.**
 - f. Follow the prompts to create and save a new greeting.**

- 2. Checking your voice mail from off campus.**
 - a. Call 607-844-8222 and at the message press The “#” key to enter the messaging system.**
 - b. The system will prompt you for your Mailbox number. (Extension number)**
 - c. Next you will be prompted for your security Code.**
 - d. You are now in your mailbox just as if you were here on campus.**