

## Wayne State University Voicemail Instructions

You may access the voice mail system 24 hours a day, 7 days a week, from any touch-tone phone in the world. Once you're familiar with the system prompts, you may override them by pressing a touch-tone command.

### Set up a new mailbox

To set up a new mailbox, follow the steps below. Listen carefully to the system prompts.

1. You must FIRST submit a [Telephone Service Request \(TSR\)](#) and obtain a temporary PIN (password). This PIN will allow you to complete self-enrollment and begin accessing voicemail messages. When you submit your TSR, **select the checkbox for Reset Voicemail Security Code-New User**. Network Services Help Desk will contact you with your temporary PIN. After you receive your temporary PIN, you may continue with the self-enrollment process.
2. Dial the voice mail access number (7-3456 or 313-577-3456).
3. Press # (**pound**) to access mailbox login
4. Enter your 5 digit mailbox number (ID), press # (**pound**).
5. Enter the temporary PIN (password) obtained in step 1, press # (**pound**)
6. Enter a **new security code** then press #. (*Use 0-9; your code may be 5 - 10 digits long.*)
7. Enter the new security code again, and then press #.
8. Follow the prompts to record a **mailbox name** (*for example, your name and department*)
9. Follow the prompts to record a **personal greeting** (*for example, "Hello, this is Jane Smith..."*).
10. At this point, you should hear "You have finished the enrollment process".
11. Hang up the phone.

***It is important to follow the auto enrollment processes until the end. If the enrollment process is incomplete, the next time you access voicemail you will be sent through the enrollment process again until it is fully completed.***

### Access your mailbox

#### **Access your voice mailbox - Externally**

1. Call 313-577-3456. When the system answers, press # (**pound**).
2. Enter your mailbox extension number, and press #.
3. Enter your PIN (password) and press #.

#### **Access your voicemail – internally**

1. Call 7-3456. When the system answers, press # (**pound**).
2. Enter your 5 digit mailbox number and press #.
3. Enter your PIN (password) and press #.

### Listen to new messages

1. Access the Voicemail system (7-3456 or 313-577-3456)  
The system will announce the number of new messages and play them. While listening, you may:
  - **Back up – press 2**
  - **Back up to the beginning - press 22**
  - **Go forward - press 4**
  - **Obtain time and date of the message - press 9**
2. After listening to the message, do one of the following:
  - **Erase message - press 3**
  - **Save message - press 7**
3. To listen to additional messages, at the main menu prompt, press **5**.
4. To listen to saved messages, at the main menu prompt, press **3**.
5. Hang up to exit voicemail system

### Change your greeting

You may change your greeting as often as you like. Network Services recommends that your greeting be changed on a daily basis. However, if that is not convenient it should definitely be changed when you will be away from the office (example, on vacation).

### Record a standard greeting

1. Access your mailbox (7-3456 or 313-577-3456)
2. At the Main menu, press **4** to Change **Setup Options**.
3. Press **1** to change **Greetings**.
4. Voicemail will play your current greeting.
5. To rerecord your **Standard Greeting**, press **1**.
6. After the tone, record your new greeting.
7. To end recording, press **#**.
8. The system will then play your new greeting, if you are satisfied with the new recorded greeting, press **#**.
9. To exit mailbox, hang up or press **\***

An Alternate (Extended Absence) Greeting may be used when you will be on vacation and would like to block messages.

#### **To Turn on Alternate or Extended Absence Greeting**

Alternate or Extended Absence Greeting will not allow messages to be left in your mailbox.

1. Access your mailbox (7-3456 or 313-577-3456).
2. At the Main menu, press **4** to change **Setup Options**.
3. Press **1** for **Greetings**.
4. Press **3** to edit **Other Greetings**.
5. Press **3** to re-record your **Alternate Greeting** (Extended Absence)
6. Press **1** to record a customized Alternate (Extended Absence) Greeting
7. Press **#** when you finish recording your **Alternate** (Extended Absence) **Greeting**
8. Press **3** to turn the **Alternate Greeting ON**
9. Press **#** to leave it on indefinitely.
10. Press **1** if you would like to **set a date** for the system to turn it on and off.
11. To exit mailbox, hang up.

When you return from vacation, **you must activate your Standard greeting and remove the Alternate (Extended Absence) greeting.**

#### **To Turn Off Alternate or Extended Absence Greeting**

1. Access your mailbox (7-3456 or 313-577-3456).
2. At the Main menu, press **4** for **Setup Options**.
3. Press **1** for **Greetings**.
4. Press **2** to turn **OFF** Alternate (Extended Absence) Greeting.
5. **Standard Greeting** will activate.
6. Press **\***.
7. Hang up.

#### **Change your mailbox name**

Your mailbox name announces the user of the mailbox, for example, "*Jane Smith, Education.*" When retrieving messages, users hear your mailbox name before they hear your message. The mailbox name also plays when someone sends a quick message.

1. Access your mailbox (7-3456 or 313-577-3456).
2. At the Main menu, press **4** for **Setup Options**.
3. Press **3** for **Preferences**.
4. Press **2** for **Recorded Name**.
5. Follow the prompts to record your name.
6. To end recording, press **#**.

### Change your security code (Password/PIN)

When the individual using a voice mailbox leaves the department or is no longer using a mailbox, Network Services recommends you change the security code. If you do not know the current security code, fill out a [Telephone Service Request form](#) and select the checkbox for the voicemail security code to be reset. After you submit the TSR form, the Network Services Helpdesk will contact you with your temporary PIN.

1. Access your mailbox (7-3456 or 313-577-3456).
2. At the Main menu, Press **4 (Setup Options)**
3. Press **3 (Preferences)**
4. Press **1 (PIN)**
5. When prompted, enter your new security code (PIN) and press #. Use digits 0 through 9. Your password (PIN) must contain a minimum of 5 digits

### Quick message

To leave someone a voice mail message, it is not necessary to call their telephone number and wait to hear their greeting.

1. Access your mailbox (7-3456 or 313-577-3456).
2. Press **6 to Send a Message.**
3. After the tone record your message. To pause or resume recording, press 8.
4. To end recording press #
5. Enter the desired **Mailbox Number** (the last 5 digits of the phone number). Listen for the mailbox name, press #.
6. Confirm the extension, press #
7. To stop adding names, press #.
8. Send the message, press #
9. Hang up

### Forward a Voicemail Message to another User's Mailbox

To forward a message that someone has left for you to another voicemail box:

1. After listening to the message you would like to forward, press 1 3.
2. System will prompt you to record Intro Greeting. Press # when finished.
3. Enter the desired mailbox number (5 digit extension).
4. System will read back the extension entered, to confirm press #
5. Continue adding recipient's extensions until list is complete and then press #.
6. Press # to send the forwarded message.
7. Hang up.

***Important Note:*** Messages can only be forwarded internally to other users of the voicemail system. External forwarding of messages is restricted.

### Voicemail Defaults

- Maximum greeting length = 90 Seconds (1 ½ minute)
- Maximum message length that someone can leave in your voicemail box = 5 minutes
- Maximum storage of messages that can be left in your voicemail box = 60 minutes
- Maximum number of days that messages are kept (messages that you have not listened to) = 29 days
- Maximum number of days that saved messages are kept (messages you have listened to) 22 days
- You will be forced to change your security code every **90** days.

To manage the voice mail system's memory capacity, new messages (those that are not listened to) are purged (erased) from the system **21** days from the date they are received. If you save messages, they are erased from the system **14** days from the date you saved them. Delete any unnecessary messages on a regular basis. Saved messages kept longer than 14 days take up needless space in your mailbox since you are only allowed 60 minutes messages total in your mailbox, including saved messages.

### OPTIONS AVAILABLE WHEN LISTENING TO A MESSAGE

ACTION	PRESS KEY	VOICE COMMAND
Rewind Part of Message	2	No voice command option. Switch to touch tone or repeat the entire message by saying "Repeat"
Repeat Entire Message	22	"Repeat"
Delete Message	3	"Delete"
Skip Message	5	"Skip Forward"
Mark Message as NEW	6	"Mark New"
Save or Restore as Saved Message	7	"Save"
Forward Message	1 3	"Forward"
Play Previous Message	1 5	"Previous"
Reply to Message	1 7	"Reply"
Cancel Playing Messages	*	"Cancel"

### OPTIONS AVAILABLE AFTER LEAVING A MESSAGE

ACTION	PRESS KEY	VOICE COMMAND
Send Message	# or Hang Up	"Send a message to <extension number>"*
Mark Urgent	1	"Set Urgent"
Mark Private	2	"Set Private"
Play Message (Review)	3	"Review Message"
Re-Record Message	4	"Change Recording"
Add to Message	5	No voice command option. Switch to touch tone or re-record the message by saying "Change Recording"
Discard Message	6	"Cancel"

### MAIN MENU OPTIONS AVAILABLE

ACTION	PRESS KEY	VOICE COMMAND
Review Messages (Saved & Deleted)	3	"Play Saved Messages" or "Play Deleted Messages"
Change Set Up Options	4	"Setup Options" <i>This command switches to phone keypad input. To switch back, keep pressing * until you hear "Touchtone Conversation"</i>
Hear New Messages	5	"Play New Messages"
Send a Message	6	"Send a Message to <extension number>"*
Exit	9	"End Call" or "Goodbye"
Repeat Menu	#	"Repeat"
Main Menu Help	0	"Help"

