Accessing the Voicemail System

From Any SJSP Phone

1. **Press the MESSAGES** (Envelope Icon button) or dial 777 and listen to introductory prompt.
2. Enter your 3-**digit** extension, followed by the # key.
3. Enter your **password**, followed by the # key.
4. The system will announce your name, then number of new messages.

From Any Outside Phone *(i.e. from home or cell)*

1. Dial **781-943-3050** and listen to introductory prompt and listen to introductory prompt.
2. Enter your 3-**digit** extension, followed by the # key.
3. Enter your **password**, followed by the # key.
4. The system will announce your name, then number of new messages.

You can now listen to messages and administer your voicemail as if you were at your desk. If you need to speak with someone at the office while logged in, you can transfer yourself to their extension at any time by pressing:

* 8 Ext # (*For example, to transfer to Ext 117, press: *8117#)*

This allows you to speak directly with someone in the office, instead of hanging up and calling back in.

Working With Messages

To Get Messages

1. Log in to your voicemail. The system will announce your name, then number of new messages.
2. **Press 2** to receive your messages. The header of the first message is played.
    *   You can **press 0** to skip the message header and listen to the message

3. As you listen to your messages you can use the following controls to listen to all or part of the message again.

    *   Press 2 to **restart** message.
    *   Press 23 to **replay header**.
    *   Press 3 to **pause / resume**.
    *   Press 5 to **rewind 5 seconds**.
    *   Press 6 to **advance 5 seconds**.

4. While listening or after you have listened to the message you have the following options:

    *   Press 1 to **reply to** or **forward** the message.
    *   Press *3 to **delete** the message and continue to the next message.
    *   Press # to **play the next** message.
    *   Press *2 to **go back** to previous message.

To Record and Send Messages

You can record a message and send it to another mailbox (3-digit extension) or several mailboxes at the same time. (Please note: Recordings must be at least 3 seconds long.)

1. **Log in** to your voicemail. The system will announce your name, then number of new messages.
2. **Press 1** to select recording.
3. After the tone, start recording your message.
   - Press **1** to stop/start recording.
   - Press **2** to rewind the recording.
   - Press **23** to play back the recording.
   - Press ***3** to delete the recording.
   - Press **#** to approve the recording.
4. You are prompted to enter the address or addresses to which to forward the message.
   - **Enter a mailbox** number and then **press #**.
   - Repeat until you have entered the numbers of all the mailboxes to which you want to forward the message.
   - To delete the last number that you entered, press ***3**.
5. **Press #** again to finish addressing.

Manage Your Greetings

Callers who are directed to your voicemail hear the default system greeting unless you have replaced it with a personal greeting. You can record different personal greetings that can be assigned to different call types (i.e. internal calls and external calls) or used as a temporary greeting for all call types for vacations or other temporary messages.

- A greeting must be longer than 3 seconds, and the maximum length of a greeting is 120 seconds.
- You can record a greeting but choose not to assign it until you need it. This is useful if, for example, you record a greeting message for the times when you are on vacation or away on business.

To Record or Re-Record Personal Greetings

1. **Log in** to your voicemail. The system will announce your name, then number of new messages.
2. **Press 3** to select personal greetings. If you have selected any call types, you hear an announcement that lists the call types and the greeting assigned to that call type. For example you would hear "For internal calls greeting 1 active".

   - If the temporary greeting is active you hear an announcement that details the number of days that the temporary greeting is active for. Press 1 to deactivate the temporary greeting.

3. **Press 1** to create or change a greeting.
4. Enter the number of the greeting (1 to 9) that you want to create or change.
5. Start speaking your greeting at the tone.
6. When you have finished **press 1** to edit your greeting.
7. **Press 2 3** to play back the greeting that you have just recorded.
8. **Press #** to confirm the recording. The number of the greeting that has just been recorded is announced.
   - If you want to add to the recording, press 1. Start speaking the extra words, press 1 when finished.
9. **Press # to save** the recording.
10. Follow the prompts to assign a call type (all calls, internal calls, or external calls) and activate the greeting.

To Record and Manage a Temporary Greeting

A temporary greeting can be used when you are away from the office, and is played for call types.

1. **Log in** to your voicemail. The system will announce your name, then number of new messages.
2. Press **3** to select personal greetings. If you have selected any call types, you hear an announcement that lists the call types and the greeting assigned to that call type. For example you would hear *"For internal calls greeting 1 active"*.
3. Press **4** for administer call types. You hear a message to confirm the call types that are currently identified.
4. Press **9** for a temporary greeting.
5. Press **1** to record your temporary greeting. Speak after the tone.
6. Press **#** when you have finished recording your message.
7. Enter the number of days that you want the greeting to be active for and press **#** when finished.
   - If the number of days selected is between 1 and 30, the greeting is active for the selected number of days. When the number of days has expired your temporary greeting no longer works.
   - If the number of days selected is 0, the selected greeting is your permanent greeting for all voicemail calls. The temporary greeting replaces the system default greeting.
8. You will hear an announcement stating that your temporary greeting is active and the number of days that the greeting will remain active.
9. Press **#** when you have finished to return to the greetings menu.

When you next log in to your mailbox and select your personal greetings you will hear an announcement "your temporary greeting is active for X days". You can:

- Press 1 to deactivate or remove your temporary greeting or press # to leave the temporary greeting active.

Mailbox Administration and Personal Options

To Set or Change Your Password

1. **Log in** to your voicemail. The system will announce your name, then number of new messages.
2. *Press 5* to access your personal options. *(Note: this is a silent option – you will not be prompted to press 5.)*
3. **Press 4** to change your password.
4. Enter the new password and **press #**.
   - You must select a password of at least four digits. The system allows passwords of up to 15 digits.
   - Your password cannot be the same as your extension number or a set of repeated digits or consecutive numbers.
5. Re-enter the new password and **press #**. You hear a message to confirm that your password has been changed.

To Record or Re-Record Your Name

Your name is played as a confirmation when you log in to your mailbox. It is also used for other system announcements and for the directory search feature of the system. You can re-record your name at any time.

1. **Log in** to your voicemail. The system will announce your name, then number of new messages.
2. **Press 5** to access your personal options. *(Note: this is a silent option – you will not be prompted to press 5.)*
3. **Press 5** to record your name. If you have already recorded your name, you hear it played back to you.
4. After the tone, speak your name and then **press 1** to stop recording.
5. Your recording is played back.
   - Press 1 to record your name again.
6. **Press #** to accept the recording.
7. Hang up or choose another option.