VOICE MAIL INSTRUCTIONS

Managing Mailbox

Dial 1900 from in York and 718-262-2000 if outside York to get access to your Voice Mail, and you will be prompted to put the default password which is 1234. After the password, press 8 (User Options). Now you can change Greetings (G), change Name (N), change Password (P), create and modify a distribution List (L), and exit to main menu (X).

Note: You must change your default Password when you first use the system. The default Password will expire delaying the setup of your Voice Mail.

	Change Greeting	G	To revise the greeting that all the callers will hear
	Distribution Lists	L	To create or modify a personal distribution list
	Change Name	N	To change or re-record your name
	Change Password	P	To create or change your password
	Exit to the Main Menu	X	To return or exit to the Main Voice Mail menu

Playing Messages

Dial 1900 from in York and 718-262-2000 if outside York to get access to your Voice Mail, and you will be prompted to put your password. When a mailbox contains voice mail messages, it can be handled in the following ways: Answer (A) or acknowledge the message, Discard (D) the message, Give (G) or forward to another user, Keep (K) the message, Make (M) a new message or Play (P) the message.

	Answer Message	A	To answer the person who sent the message
	Discard Message	D	To discard the message
	Give to Another User	G	To give the message to another user. Additional comments may be added follow by the # key
	Keep Message	K	To keep the message
	Make Message	M	To make a new message and send it to another user
	Play Message	P	To play the message or play it again

Accessing the Voice Mail from outside

To access your voice mail from outside dial 718 262 2000. Wait for the prompt and press *. Wait for the message center and dial your extension followed by the * key.

Accessing the Voice Mail (Yourself or Students)

Dial 718 262 2000. Wait for the prompt and press *. Wait for the prompt and dial the extension of the voice mail you want to reach. To retrieve the messages, please follow the instructions above—accessing the voice mail from outside.

Troubleshooting the Message Blinking Light

After checking your voice mail, sometimes you might forget to hang up the line properly which will cause the Message Center to call you back. Your message light will blink even though you have no messages. To solve the problem, press the message button. The display will have the message: Call me back? Choose Yes. At this point it will give the extension to call to and options to choose. You can choose to Erase, or Call. Choose Erase to stop the light from blinking from the menu displayed.