

NORTHEASTERN UNIVERSITY FACULTY & STAFF VOICE MAIL USER GUIDE

GETTING STARTED

To get a new voice mailbox added to your 373 extension you will need to call the Information Services Help Desk at x4357, choose option #3 from the main menu (the Faculty & Staff option) and then choose option #4 at the second menu (the Telephone Services option). A Telephone Services' representative will then set up a new voice mailbox for your 373 extension and at that point you will be able to "initialize" your new voice mailbox. **IF YOU ARE TAKING OVER AN EXISTING VOICE MAILBOX PLEASE REFER TO THE "PASSWORD RESETS" SECTION OF THIS INSTRUCTION GUIDE.*

Setting up a new voice mailbox consists of two steps:

STEP ONE – INITIALIZING YOUR VOICE MAILBOX

Dial x7500 from your 373 extension.

You will be asked to dial your starter password. Your starter password is your SEVEN digit phone # (373-XXXX).

You will then be asked to create a new, confidential password. Your confidential password can be a 4 to 10 digit number but it CANNOT be: your telephone number
a repeated number (ex. 44444)
a number in a consecutive sequence (ex. 1234)

Once you have entered your confidential password press #. If you are satisfied with your password, press 1. If you would like to change your password, press 2.

You will then be asked to record your name. At the tone clearly say your name, then press #. If you are satisfied with your recording, press 1. If you would like to re-record your name, press 2.

You will then be asked to record your outgoing greeting message. At the tone clearly say your greeting, then press #. If you are satisfied with your outgoing greeting press 1. If you would like to re-record your outgoing greeting, press 2.

STEP TWO – PROGRAMING CALL FORWARDING

After you have completed the initialization of your voice mailbox you will then need to program call forwarding on your 373 extension. If you do not program call forwarding on your extension callers WILL NOT be able to leave you voice mail messages.

There are three types of call forwarding; call forward don't answer (**CFDA**), call forward busy (**CFB**) and call forward variable (**CFV**). **CFDA** will forward calls to your voice mailbox after your phone rings 3 ½ to 4 times, **CFB** will forward calls to your voice mailbox if you are on your phone and **CFV** will forward ALL calls immediately to your voice mailbox. **IMPORTANT:** *To forward calls to your voice mailbox enter 7500 as the 4-digit extension where you want your calls routed.*

CALL FORWARD DON'T ANSWER

Will re-route incoming calls to another 373 extension if you don't answer your phone after 3 rings:

To Program:

Lift handset and dial # 7 3

Hear second dial tone and enter the 4-digit extension to where you want your calls routed (x7500)

Hear confirmation tone and hang up

To Activate:

Lift handset and dial * 3

Hear confirmation tone and hang up

To Deactivate:

Lift handset and dial # 3

Hear confirmation tone and hang up

CALL FORWARD BUSY

Will re-route incoming calls to another 373 extension when your line is busy

To Program:

Lift handset and dial # 7 6

Hear second dial tone and enter the 4-digit extension to where you want your calls routed (x7500)

Hear confirmation tone and hang up

To Activate:

Lift handset and dial * 6

To Deactivate:

Lift handset and dial # 6

CALL FORWARD VARIABLE

Will re-route all incoming calls to another 373 extension

To Program:

Lift handset and dial * 2

Hear second dial tone and enter the 4-digit extension to where you want your calls routed (x7500)

Hear confirmation tone and hang up

To Deactivate:

Lift handset and dial # 2

TO RETRIEVE MESSAGES FROM YOUR VOICE MAIL BOX

You can retrieve the messages left on your voice mailbox from your 373 University extension and also remotely:

To Retrieve Messages From Your 373 University Extension

Lift handset and dial 7500

At the prompt dial your confidential password

From the main menu dial 1 to hear your messages

After hearing a message you will be asked to choose one of the following options:

Dial 1 to play the message again

Dial 2 to save the message (messages are saved for 30 days then are automatically erased)

Dial 3 to erase the message

Dial 4 to reply to the message (this option is only applicable when a message is left by another 373 University user)

Dial 5 to forward the message to another 373 University user

To Retrieve Messages Off-Campus

Lift the handset and dial 1-617-373-7500

Dial #

Dial your ten-digit mailbox number (617 373-XXXX)

At the prompt dial your password

Follow the same steps as you would from your on-campus 373 extension

PASSWORD RESETS *

If you have forgotten your password or if you are taking over an existing voice mailbox you will need to call the Information Services HELP line at x4357, choose the option #3 (the Faculty and Staff option) from the main menu then choose option #4 (the Telephone Services option) from the Faculty and Staff menu and ask to have Password Reset done. A Telephone Services rep will then complete a password reset for your voice mailbox. This usually takes about an hour. Once the password reset is complete the user must do the following:

Dial 7500 on the 373 extension that the password reset was done for (you cannot reset a password from another extension)

You will hear the old user's name. At the password prompt dial your seven-digit # (373XXXX).

You will then be asked to create a confidential password of your own. Dial the number or word you would like as a password then dial # (see the above "STEP ONE – Initializing Your Mailbox" instructions to find out what CANNOT be used as a password)

If you are satisfied with your new password dial 1, if you would like to enter another password dial 2.

If you are taking over an existing voice mailbox you will need to record a new name and outgoing greeting. See the below "To Change Your Greeting" and "To Change Your Name" instructions to find out how to change these features.

PERSONAL OPTIONS

You can change your existing Greeting, Name or Password; set up a Group List or set up a Guest Mailbox from the third option of the Main Menu called **Personal Options**.

To Change Your Greeting

Lift your handset and dial 7500 (*if you are off-campus follow the above "To Retrieve Messages Off-Campus" instructions*)

Dial your password at the password prompt

At the Main Menu dial 3 for Personal Options

At the Personal Options Menu dial 1 for the Greeting and Name Change option

Dial 1 to choose the Greeting Change option

Dial 1 to change your regular greeting OR dial 2 to change your busy greeting

Your existing greeting will be played. At the end you will be asked to dial 1 to keep your existing greeting, dial 2 to change it or dial 3 to have the standard system greeting turned on. Dial 2 to change your existing message.

Re-record your greeting and press #

Your new greeting will be played. If you want to keep the new greeting dial 1, if you want to record your greeting again dial 2.

To Change Your Name

Lift your handset and dial 7500 (*if you are off-campus follow the above "To Retrieve Messages Off-Campus" instructions*)

Dial your password at the password prompt

At the Main Menu dial 3 for Personal Options

At the Personal Options Menu dial 1 for the Greeting and Name Change option

Dial 2 to choose the Name Change option

Your existing name will be played. At the end you will be asked to dial 1 to keep your existing name or dial 2 to change it. Dial 2 to change your existing name.

Re-record your name and dial #

Your new name will be played. If you want to keep the new name press 1, if you want to record your name again press 2.

To Change Your Password

Lift your handset and dial 7500 (*if you are off-campus follow the above "To Retrieve Messages Off-Campus" instructions*)

Dial your password at the password prompt

At the Main Menu dial 3 for Personal Options

At the Personal Options Menu dial 2 for the Password Change option

The system will tell you your existing password. To keep the existing password dial 1, to change the existing password dial 2.

Dial your new password then press #

The system will tell you your new password. To keep your new password press 1, to change your new password press 2.

Group Lists

The Group Lists feature allows a voice mailbox user to send out a message to up to 25 other 373 voice mailbox users.

To set up a Group List

Lift your handset and dial x7500 from your 373 extension

Dial your password at the password prompt

At the Main Menu choose the Personal Options selection (selection 3)

At the Personal Options Menu choose the Group Options selection (selection 4)

Press 1 to make a Group List

The system will assign a number for your Group List, such as "01." *Remember this number as you will need to dial that number when sending out a group list message.*

At the tone record a name for the Group and press #

To add a member to the Group List dial the person's 10-digit mailbox number (617 373XXXX) and press #
You can add up to 25 mailboxes on a Group List.

To Send a Group List Message

Lift your handset and dial x7500 from your 373 extension

Dial your password at the password prompt

At the Main Menu choose the Send a Message selection (selection 2)

Enter the Group List number (such as "01")

Press 1 to continue

Record the message you want to send at the tone then press #

If you are satisfied with the message press 1. If you want to re-record the message press 2.

Guest Mailboxes

Guest Mailboxes are NOT individual voice mailboxes but are offshoot mailboxes set up by a "host" or main user of a standard voice mailbox. Guest Mailboxes are for business associates that do not have a voice mailbox of their own. Callers can leave a message on a standard voice mailbox but only the "host" of that mailbox can either forward or leave messages to a Guest Mailbox. To set up a Guest Mailbox choose the Personal Options selection (selection 3) from the Main Menu then choose the Guest Mailboxes selection (selection 3) from Personal Options menu and then follow the step by step instructions. Up to three Guest Mailboxes can be set up on a voice mailbox.