To Create the Out of Office Greeting:

The out of office greeting feature is available and can be used to temporarily override your regular greeting. The out of office greeting is used when you are on vacation, on a business trip, etc., and you want the caller to know that you might not check your voice mailbox regularly. However, the caller can still leave a message.

To create the out of office greeting follow the below steps:

- Call the system as you would do to Retrieve Messages (call ext. 4000 & enter your security code to log in or 1-718-430-4000 from outside the Campus press the # key, enter your mailbox number & your security code).
- When you are in your mailbox press 4 to access the user options menu.
- Press 6 and follow the prompts to record your out of office greeting.

Summary: From your mailbox press the following keys in this sequence to create your out of office greeting: 4, 6.

To Remove the Out of Office Greeting:

Upon retrieval of messages you will be asked if you would like to remove the out of office greeting and the system will prompt you through. Once removed, your original greeting will automatically be activated.

Should you experience any problems in setting up your Voice Mailbox, please contact Ext. 2448.

Should you experience any problems once your Voice Mailbox has been set-up, please contact Ext. 2448.

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PLAY BACK CONTROLS

While messages are playing, use the keys on your telephone to rewind, fast forward, pause, or control the volume and speed of message playback.

To do the below: Press these keys

Rewind 5 seconds.
Rewind to beginning of message.
Pause or resume.
Fast forward 5 seconds.
Fast forward to end of message.
Slow playback speed.
Date/time of message.
Accelerate playback speed.
Volume -- normal.
Volume -- louder.
Skip a message.
To cancel a command.

You can adjust the speed (4 or 6) or the volume (8 or 9) by pressing the appropriate key several times.
SETTING UP YOUR VOICE MAILBOX

To set up your voice mailbox do the following:

From your assigned extension …………dial 4000. You will be prompted to set up your mailbox.

**If you have a Virtual Mailbox:**

Dial 4000 to access the Voice Mail System. If you hear the Einstein greeting press # or if you hear your security code press *#.

Enter your mailbox number:……………

The system will ask you for your security code.

This initial default security code will be provided by the Telecommunications Department at extension 2448.

The system will then ask you to enter your new security code which must have a minimum of 6 digits.

The system will ask you to record your name (or the name of the mailbox). This is to identify your mailbox when you call in to check your messages.

The system will ask you to record your greeting. **(You will no longer have the option to select a standard greeting).** Below is an example of a personal greeting:

*Example:* “You have reached (your name). I am not available to take your call at this time. Please leave your name, phone number and a brief message and I will return your call as soon as possible.”

Once you have successfully set up your voice mail you will hear the “congratulations” prompt. At that point you may hang up and start using your voice mail.

TO RETRIEVE MESSAGES/ACCESS YOUR MAILBOX

**From your extension:**

- Dial 4000 to access the Voice Mail System.
- Enter your security code.
- The system will prompt you through.
- Press 1 twice to hear new messages or press 1 once to hear messages that have already been heard. Press 7 to erase messages. Press 9 to save messages.

**NOTE:** New and saved messages are saved for 30 days.

**From another extension on Campus:**

(Or if you have a Virtual Mailbox)

- Dial 4000 to access the Voice Mail System.
- If you hear the Einstein greeting press # or if you hear your security code press *#.
- Enter your mailbox number (which is your extension).
- Enter your security code.
- The system will prompt you through.
- Press 1 twice to hear new messages or press 1 once to hear messages that have already been heard. Press 7 to erase messages. Press 9 to save messages.

**Summary:** When you are in your mailbox press the following keys in this sequence to change your password: 4, 1, 4.

**To Change the Password:**

- Call the system as you would do to Retrieve Messages (call ext. 4000 from within the Campus or 1-718-430-4000 from outside the Campus).
- When you are in your mailbox press 4 for the user options menu.
- Press 1 for the personal options menu.
- Press 4 to change the security code.

**From outside the Campus:**

- Dial 1-718-430-4000 to access the Voice Mail System.
- When you hear the Einstein greeting press #.
- Enter your mailbox number.
- Enter your security code.
- The System will prompt you through.
- Press 1 twice to hear new messages or press 1 once to hear messages that have already been heard. Press 7 to erase messages. Press 9 to save messages.

**Summary:** When you are in your mailbox press the following keys in this sequence to change your greeting:

4, 4, for your personal greeting.

**To Change the Greeting:**

- Call the system as you would do to Retrieve Messages (call ext. 4000 from within the Campus or 1-718-430-4000 from outside the Campus).
- When you are in your mailbox press 4 for the user options menu.
- Press 4 to record a new greeting.

**Summary:** When you are in your mailbox press the following keys in this sequence to change your greeting:

4, 4, for your personal greeting.

**In order to activate your Voice Mailbox you must call Extension 2448.**

If not set up within 15 days, your Voice Mailbox will automatically be deleted and your request will have to be resubmitted.