

WELCOME TO GSU'S VOICE MAIL SERVICE!

This User's Guide provides instructions for using the messaging and networking features of Voice Mail 10, 20 and 30 and for recording the Greeting Only Mailbox.

ACTIVATING INSTRUCTIONS FOR FIRST TIME USERS & GREETING ONLY MAILBOX:

Use the following instructions to set your passcode and record your greeting and name. Please note that any of these may be changed as often as you wish by following the User Options guideline in this brochure.

The Greeting Only Mailbox plays a greeting only. It does not have messaging and net-working capabilities.

IF YOU ARE CALLING FROM YOUR DESK:

- 1) Dial the voice mail system number. (When dialing on-campus you may use the last 4 digits).
- 2) When the voice mailbox answers, enter your *seven-digit temporary pass code*.
- 3) Follow the rest of the instructions given by the voice mailbox. (If you do not hear instructions call the Office of Telecommunications at X-5000.)

IF YOU ARE NOT CALLING FROM YOUR DESK:

- 1) Dial the voice mail system number.
- 2) When the system answers, enter your seven-digit voice mailbox number.
- 3) When the voice mailbox answers, press “*”. If you hear a beep before you press “*”, hang up and start over. Next, follow steps 2 and 3 above.

ACTIVATING INSTRUCTIONS FOR A NEW USER OF AN EXISTING MAILBOX:

Call the office of Telecommunications at X-5000 to clear the old passcode if it is not known.

TO ENTER YOUR MAILBOX AFTER ACTIVATION:

- 1) Dial the voice mail system number.
(The last 4 digits when on-campus)
- 2) You will hear the system say your name and ask for the passcode.
- 3) Enter your *passcode*.

RETRIEVING YOUR ‘MAIL’ (PLAYING MESSAGES):

After you enter your mailbox (following the steps above):

- 1) Press **P (7)** to *Play* the message.
- 2) After you listen to the message, press:
K (5) to *Keep* the message, or **D (3)** to *Discard* the message.
- 3) To *Exit* your mailbox, press **X (9)**.

USER OPTIONS:

After entering your mailbox, press **U (8)** to access *User Options*. Then you may:

- 1) Press **G (4)** to record your *Greeting*.
- 2) Press **N (6)** to record your *Name*, or
- 3) Press **P (7)** to set your *Passcode*.

MAKING A MESSAGE:

- 1) Enter your mailbox.
- 2) Press **M (6)** to *Make* a message
- 3) Enter the voice mailbox number(s) or the distribution list number you would like to send the message to.
- 4) Press “#” to end your list of mailbox numbers and record your message.
- 5) When you finish recording your message, you may press:
A (2) to *Add* to your message.
D (3) to *Discard* your message and re-record.
R (7) to *Review* your recording or
M (6) to activate *Message* addressing options
(See “Message Addressing Options”.)
- 6) Then press **X (9)** to *Send* your message

ANSWERING A MESSAGE:

(You may only answer a message that was sent to your voice mailbox from another voice mailbox.)

- 1) At the end of the message you wish to *Answer*, press **A (2)**.
- 2) Record your answer to the message.
- 3) If desired, press the option(s) listed in step 5 above.
- 4) Press **X (9)** to send your answer and *Exit* to the main menu

GIVING A MESSAGE:

This service allows you to give a message that was sent to you from another user to other mailboxes in your voice mail group, adding comments of your own.

- 1) At the end of the message you wish to *Give*, press **G (4)**.
- 2) Enter the mailbox number(s) or the distribution list number you wish to give the message to.
- 3) Press “#” to record your comments.
- 4) If desired, press the option(s) listed in “Making a Message,” step 5.
- 5) Press **X (9)** to give your message and comments and exit to the main menu.

MESSAGE ADDRESSING OPTIONS:

After making, answering or giving a message, you may use the following Message Addressing Options:

Receipt: automatically sends you a receipt when your message is played by the receiving mailbox user.

Urgent: will mark your message to be played first by the receiving mailbox user.

Confidential: will mark your message so it cannot be given to mailboxes other than the intended recipient.

Future Delivery: will mark a created message for delivery anytime in the next 60 days.

TO USE MESSAGE ADDRESSING OPTIONS:

- 1) Make, answer or give a message.
- 2) When you are finished, press **M (6)** to access the *Message* addressing options.
- 3) Press: **R (7)** to request a *Receipt*.
U (8) to mark the message *Urgent*.
C (2) to mark the message *Confidential*, or
F (3) to schedule the message for *Future Delivery*, then follow the recorded instructions.
- 4) Press **X (9)** to *Exit* message addressing options.
- 5) Press **X (9)** to send your message. Then press **X (9)** again to *Exit*.

CREATING A DISTRIBUTION LIST:

Using this service, you may create and store up to nine lists of frequently used voice mailbox numbers in your own voice mailbox. Message will be sent to each number on the designated distribution list simultaneously.

- 1) Enter your mailbox.
- 2) Press **U (8)** to enter *User* options.
- 3) Press **L (5)** to create or modify a distribution *List*.
- 4) Enter the list number (01-09).
- 5) Press **N (6)** to *Name* the list. Record the list name and press **X (9)** to save the name.
- 6) Press **A (2)** plus each mailbox number to be *Added* to the distribution list, *OR* press **D (3)** plus each mailbox number to be *Deleted* from the list.
- 7) Press **P (7)** to *Play* back the numbers on the distribution list.
- 8) Press **X (9)** to save and *Exit* to main menu.

VOICE MAIL USER'S GUIDE

FOR GEORGIA SOUTHERN UNIVERSITY FACULTY & STAFF

User's Name

User's Mailbox Number

Voice Mail System Number

Date Activated

Temporary Passcode (7 Digit Telephone #)

Passcode (Determined by User)

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