

**NORTHEASTERN UNIVERSITY FACULTY & STAFF  
VOICE MAIL USER GUIDE**

<b>BOSTON</b>	<b>VOICE MAIL ACCESS NUMBER</b>	<b>617-373-7500 (x7500)</b>
<b>DEDHAM</b>	<b>VOICE MAIL ACCESS NUMBER</b>	<b>781-320-8008 (X8008)</b>
<b>BURLINGTON</b>	<b>VOICE MAIL ACCESS NUMBER</b>	<b>781-238-8455 (X8455)</b>

**GETTING STARTED**

To have a new voice mailbox added to your extension you will need to call the Information Services Help Desk at 617-373-4357 (x4357), choose option #3 from the main menu (Faculty & Staff option) and then choose option #4 at the second menu (Telephone Services option). A Telephone Services' representative will then set up a new voice mailbox for your 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 your voicemail access number from your extension.

You will be asked to dial your starter password. Your starter password is your SEVEN digit phone # (XXX-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, 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 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 voicemail box. (See Telephone User Guide for instructions)

*IMPORTANT: To forward calls to your voice mailbox enter your voice mail access number as the 4-digit extension where you want your calls routed.*

## **TO RETRIEVE MESSAGES FROM YOUR VOICE MAILBOX**

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

### **To Retrieve Messages From Your University Extension**

Lift handset and dial your voice mail access number  
At the prompt dial your confidential password  
From the main menu dial 1 to hear your messages

### **To Retrieve Messages Off-Campus**

Lift the handset and dial your voice mail access number  
Dial #  
Dial your ten-digit mailbox number (XXX-XXX-XXXX)  
At the prompt dial your password  
*Follow the same steps as you would from your on-campus 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 617-373-4357 (x4357), choose the option #3 (Faculty and Staff option) from the main menu then choose option #4 (Telephone Services option) from the Faculty and Staff menu and ask to have a "Password Reset". A Telephone Services representative 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 your voice mail access number on from the extension that the password reset was done for (you cannot reset a password from another extension)  
You will hear the previous user's name. At the password prompt dial your seven-digit # (XXX-XXXX). 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 from the third option of the Main Menu called **Personal Options**.

### **To Change Your Greeting**

Lift your handset and dial your voice mail access number (*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**

Dial your voice mail access number (*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 your voice mail access number (*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.