

# Voice Mail & Phone



**Center for Teaching, Learning, and Technology**  
**Waubonsee Community College**

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For technical assistance, please call the Technical Assistance Center ext. 4357

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## Set Up Voice Mail for the First Time

### On campus:

1. Dial **2601** to enter the voice mail system. If you are calling from the phone that has the same extension as your voice mailbox, then skip to step 4.
2. Type **\*, #**.
3. Enter your 4-digit **voice mailbox number**.
4. Enter your **security code**. The default security code is "000" for first time users. You will be prompted to set up a new security code. Do not choose obvious passwords, such as your name or birth date, that can be easily ascertained by others.
5. Follow the prompts to **record your name**. Press **2** to begin recording and then **2** to end recording.
6. Follow the prompts to record a **personal greeting**. Press **2** to begin recording and then **2** to end recording.
7. If you are satisfied with your recording, press **5** to save it.
8. Setup is complete and you can hang up.

### Off campus:

1. Dial **(630) 466-7900**.
2. At the automated menu, press **#**.
3. Enter your 4-digit **voice mailbox number**.
4. Enter your **security code**. The default security code is "000" for first time users. You will be prompted to set up a new security code. Do not choose obvious passwords, such as your name or birth date, that can be easily ascertained by others.
5. Follow the prompts to **record your name**. Press **2** to begin recording and then **2** to end recording.
6. Follow the prompts to record a **personal greeting**. Press **2** to begin recording and then **2** to end recording.
7. If you are satisfied with your recording, press **5** to save it.
8. Setup is complete and you can hang up.

## Changing your Greeting, Name, or Security Code

1. On campus dial **2601** to enter the voice mail system. Off campus dial **(630) 466-7900**. If you are calling from the phone that has the same extension as your voice mailbox, then skip to step 4.
2. On campus, type **\*, #**. Off campus, type **#**.
3. Enter your 4-digit **voice mailbox number**.
4. Enter your **security code**.
5. Press **3** to access the **Phone Manager**.
6. Press **1** for **Personal Options**.
  - Press **3** to **record a greeting**.
  - Press **4** to **change your security code**.
  - Press **5** to **change your name recording**.

## Listening to Messages

1. On campus dial **2601** to enter the voice mail system. Off campus, dial **(630) 466-7900**. If you are calling from the phone that has the same extension as your voice mailbox, then skip to step 4.
2. On campus, type **\*, #**. Off campus, type **#**.
3. Enter your 4-digit **voice mailbox number**.
4. Enter your **security code**.
5. Press **1** to listen to **new messages** or Press **5** to **listen to saved messages**:
  - Press **1** to **start/stop/resume**.
  - Press **2** to **forward a message**.
  - Press **3** to **backup 5 seconds**.
  - Press **4** to **discard message**. Messages will automatically be discarded after 10 days.
  - Press **5** to **save a message**.
  - Press **6** to **review a message**.
  - Press **7** to **skip to the next message**.
  - Press **8** to **reply to a message**.
  - Press **9** to **advance 5 seconds**.
  - Press **0** to **get date and time message was left and the caller's phone number**.

## Record and Send Messages via Voice Mail

1. On campus dial **2601** to enter the voice mail system. Off campus, dial **(630) 466-7900**. If you are calling from the phone that has the same extension as your voice mailbox, then skip to step 4.
2. On campus, type **\*, #**. Off campus, type **#**.
3. Enter your 4-digit **voice mailbox number**.
4. Enter your **security code**.
5. Press **2** to record and send a message.
6. Enter the mailbox number of the message recipient.
7. Follow the prompts to start recording (press **2**), to stop recording (press **2**), to review your message (press **6**), and to send your message (press **5**). You must press **5** to send your message or it will not be sent.

If you wish to skip the greeting, press any key to skip. Wait for the tone then leave a message.

## Forward All Calls to Voicemail

### Single Line Phone:

1. Pick up the phone and press “ \*, 2”.
2. Dial the extension to forward to. Dial 2601 to send to voice mail.
3. Wait for a long confirmation tone and then hang up.
4. To cancel pickup the phone and press “ #, 2”.

### Multiple Line Phone:

1. Pick up the phone and press the **CFA** (Call Forward All) button.
2. Dial the extension to forward to. Dial 2601 to send to voice mail.
3. Wait for a long confirmation tone and then hang up.
4. To cancel pickup the phone and press the **CFA** button again.

## Call Forward/Busy No Answer

### Single Line Phone:

1. Press “ \*, 8”.
2. Dial the extension to forward to. Dial 2601 to send to voice mail.
3. Wait for a long confirmation tone and then hang up.
4. To cancel pickup the phone and press “ #, 8”.

### Multiple Line Phone:

1. Press the **CFBN** (Call Forward Busy/No Answer) button.
2. Dial the extension to forward to. Dial 2601 to send to voice mail.
3. Wait for a long confirmation tone and then hang up.
4. To cancel pickup the phone and press the **CFBN** button again.

Calls do not automatically go into voice mail when you don't answer your phone. Your phone will continue to ring and the caller will not get the option of leaving a message. It is recommended that you set the forwarding feature to insure callers will have the option available to them.

## Transfer a Call

### Single Line Phone:

1. Press the **Flash** button to get the special dial tone.
2. Dial the desired number.
3. Wait for your party to answer.
4. Announce the call, then hang up.

### Multiple Line Phone:

1. Press the **Transfer** button.
2. Dial the desired number.
3. Wait for your party to answer.
4. Announce the call, and then hang up.

## Transfer an Outside Caller to a Voice Mail Box

### Single Line Phone:

1. Press the **Flash** button to get the special dial tone.
2. Dial **2601** to send to voice mail.
3. Enter the voice mail box and press **"#"**.
5. Upon hearing the greeting, hang up.

### Multiple Line Phone:

1. Press the **Transfer** button.
2. Dial **2601** to send to voice mail.
3. Enter the voice mail box and press **"#"**.
5. Upon hearing the greeting, hang up.

## Call Hold

### Single Line Phone:

1. Press the **Flash** button to get the special dial tone.
2. Press **"\*, 4"**.
3. Lay handset on your desk. Do not place in cradle.
4. To release off hold, place handset back in cradle.
5. It will ring back to you immediately. Lift handset.

### Multiple Line Phone:

1. Press the **Hold** button.
2. Put handset in cradle.
3. To release off hold, pick up handset and press the button of the extension on hold.

## Call Back

### Single Line Phone:

If you call an extension that is busy, press the **Flash** button, **"\*, 9"**, and hang up. When that line becomes available, the phone will ring back to you.

### Multiple Line Phone:

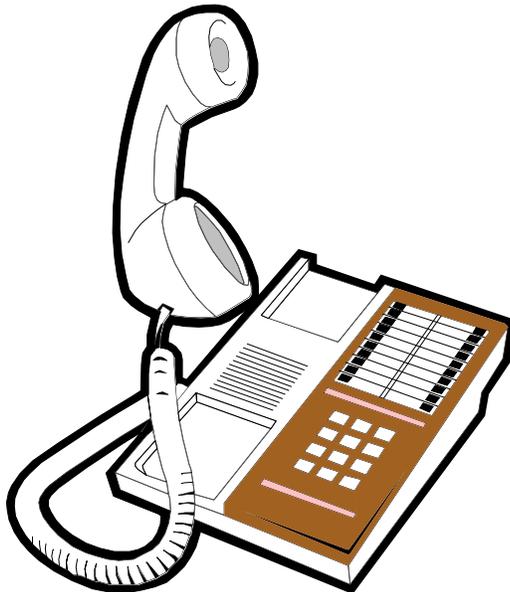
If you call an extension that is busy, press the CB (Call Back) button and hang up. When that line becomes available, the phone will ring back to you. If your phone does not have a CB button, contact the Technical Assistance Center at ext. 4357.

## Last Number Redial (Multiple Line Phones Only)

1. Press the **Redial** button up to five times for the last five dialed numbers.
2. When you see the number you want to dial, press **"\*"**.

## Voice Mail Etiquette

1. Make your voice mail greeting brief and to the point.
2. Keep personal greetings current. Re-record your personal greeting as often as possible.
3. The essential elements of a good voice mail message are your name, day of the week, and when callers can expect a return call.
4. Use a friendly greeting. The tone you use in your personal greeting is as important as what it says. Callers will be more inclined to leave a message if your greeting sounds friendly.
5. You do not need to ask callers for a date and time of their calls. The voice mail system provides a means of automatic time and date stamps. Press "0" when listening to the message.
6. Never hide behind your voice mail. Answer the phone when you are at your desk.
7. Learn how to transfer callers into other mailboxes or extensions.
8. Learn how to transfer calls back to the main switchboard.
9. Check your messages regularly and return calls promptly.



Call the **Technical Assistance Center (TAC)** at ext. 4357 (help) for technical assistance.

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