Voicemail & Phone Cheat Sheet Single-Line/Sugar Grove Campus

Changing Greeting, Name or Security Code

1. Dial 2601 to enter voice mail
2. Enter your PIN. (first time will be 2222)
3. Press 3 to Change Your Greeting
   a. Press 1 to change your In the Office Greeting
   b. Press 3 to begin recording
   c. Follow the prompts
4. Press 5 to Change Your Mailbox Options (Name and PIN)
   a. Press 1 to Change your Mailbox Name
   b. Press 2 to Change Your PIN Number
   c. Follow the prompts

Listening to Messages

1. Dial 2601 to enter the voicemail system.
2. Enter your PIN. (first time will be 2222)
3. Press 1 for new messages
   Press 2 to Save
   Press 3 to Delete
   Press 4 to Reply
   Press 6 to Forward
   Press 7 to Replay

Record and Send Messages via Voicemail

1. Dial 2601 to enter voicemail
2. Enter your PIN
3. Press 4
4. Follow the prompts to select a mailbox and record

Forward All Calls to Voicemail

1. Press "*, 2".
2. Dial 2601 to forward to voicemail.
3. Hang up.
4. To cancel, press "#, 2".

Call Forward/Busy No Answer

1. Press ", 8".
2. Dial 2601 to send to voice mail.
3. Hang up.
4. To cancel, press ", 8".

Transfer a Call

1. Press the Flash button to get the special dial tone.
2. Dial the desired number.
3. Wait for your party to answer. If there is no answer dial 
   "***" to terminate transfer and return to the caller. Begin 
   again to transfer to a new number.
4. Announce the call, and then hang up.

Transfer an Outside Call to Another Voicemail Box

1. Press the Flash button to get the special dial tone.
2. Dial 2601 to send to voicemail.
3. When the attendant answers, enter the mailbox number 
   followed by ",#".
4. If you hear a greeting of an incorrect mailbox, press ",7". 
   This will terminate the transfer and you will need to start 
   again.
5. Hang up.

Call Hold

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.