Voice Message Options

Basic Features

Your voice message storage capacity is limited to 19MB. A one minute message takes up approximately 480KB of storage providing for approximately 39 saved messages. Mailbox quotas have three different levels of warning messages: warning, send, and send/receive. Mailbox users will receive a quota warning message as follows:

- Level 1 - **Send and receive still possible** (15MB stored, approximately 30 minutes of recording)
- Level 2 - **Sending messages not possible** (17MB stored, approximately 35 minutes of recording)
- Level 3 - **No sending or receiving of messages is possible until some messages are deleted** (19MB stored, approximately 40 minutes of recording)

As saved messages age they will be moved to the Deleted Items Folder in 14 days and permanently deleted from the Deleted Items Folder in 15 days.

Note: Some features contained in the voice message menus are currently not available such as Message Notifications, Menu Style, Directory Listing Status and Transfer Settings.

Voice Message Main Menu

All message options are accessed from the Main Menu (shown below) and each menu that follows by pressing the assigned number keys '0-9' and character keys '*' and '#'.

- Press '**1**' - play new message
- Press '**2**' - send a message
- Press '**3**' - play old messages (saved messages)
- Press '**4**' - setup options
- Press '**0**' - help
- Press '*****' exit

Play New or Old (Saved) Messages

1. Press the **Messages** button on your phone
2. Enter your **PIN** followed by '**#**'
3. Press '**1**' to play new messages; or, press '**3**' to play old (saved) messages, if any exist

During Playback

While a message is playing you can press a key from the playback list below to perform the assigned function.

- Press '**1**' - repeat message
- Press '**2**' - save message
- Press '**3**' - delete message
- Press '**4**' - slow playback
- Press '**6**' - fast playback
- Press '**7**' - skip back (3 seconds at a time)
- Press '**8**' - pause/resume message
- Press '**9**' - skip forward (3 seconds at a time)
- Press '**##**' - skip message and mark it new

After Playback

After a message has finished playing you must choose an option from the playback list below to manage the message.

- Press '**1**' - repeat message
- Press '**2**' - save message
- Press '**3**' - delete message
- Press '**4**' - reply to message (see Reply to a Message) *Only available for messages received from VoIP phones*
- Press '**5**' - forward message to (see Forward a Message) *Only available for messages sent to VoIP phones*
- Press '**6**' - mark it new
- Press '**7**' - skip back (3 seconds at a time)
- Press '**9**' - message properties
- Press '*****' - cancel playback
- Press '**0**' - help

Reply, Forward, Send Messages

Reply to a Messages (VoIP Phones Only)

1. Press the **Messages** button on your phone
2. Enter your **PIN** followed by '**#**'
3. Press '**1**' to play new messages; or, press '**3**' to play old (saved) messages
4. After a message you wish to reply has finished, press '**4**'
5. Record your message followed by '**#**'
6. Press '**#**' to send the message, or select an action from the **Voice Message Options** list below and follow the prompts

Voice Message Options

Select the following actions when replying, forwarding or sending messages:

- Press '**1**' - mark it urgent
- Press '**2**' - for return receipt
- Press '**3**' - mark it private
- Press '**4**' - for future delivery
- Press '**5**' - review recording
- Press '**6**' - re-record a message
- Press '**7**' - add a message
- Press '**9, 1**' - add a name
- Press '**9, 2**' - Hear all names and delete names
- Press '*****' - cancel message
- Press '**0**' help

Forward a Message (VoIP Phones Only)

1. Press the **Messages** button on your phone
2. Enter your **PIN** followed by '**#**'
3. Press '**1**' to play new messages; or, press '**3**' to play old (saved) messages
4. After a message you wish to forward has finished, press '**5**'
5. **Record an introduction to the message** followed by '**#**'
6. Enter the **5 digit extension**, or to switch between number and spelling entry, press '**#**' twice (**NOTE**: press the corresponding number key (only once) for each letter of the last name followed by the first name with no space in between).
7. Press '**#**' to add the extension
8. Press '**#**' to send the message, or select an action from the **Voice Message Options** list above and follow the prompts

Send a Message (VoIP Phones Only)

1. Press the **Messages** button on your phone
2. Enter your **PIN** followed by '**#**'
3. Press '**2**'
4. **Record your message** followed by '**#**'
5. Enter the **5 digit extension**, or to switch between number and spelling entry, press '**#**' twice (**NOTE**: press the corresponding number key (only once) for each letter of the last name followed by the first name with no space in between)
6. Press '**#**' to add the extension
7. Press '**#**' to send the message, or select an action from the **Voice Message Options** list above and follow the prompts

Setup Options

From the Main menu you can access the Setup menu to make the following changes:

- Press '**1**' - greetings
- Press '**2**' - message settings
- Press '**3**' - personal settings

Standard Greeting

1. Press the **Messages** button on your phone
2. Enter **your PIN** followed by '**#**'
3. Press '**4**' to access Setup Options
4. Press '**1**' to access Greeting Options
5. Press '**1**' to **re-record** your greeting, press '**#**' when finished
6. Press '*****' to exit; or, hang up

Alternate Greeting

1. Press the **Messages** button on your phone
2. Enter your **PIN** followed by '**#**'
3. Press '**4**' to access Setup options
4. Press '**1**' to access Greeting options
5. Press '**2**' to access your alternate greeting
6. Press '**1**' to set an end date & time or, '**#**' to play it indefinitely

End Date (0 to 2 days) and Time

   a. Press '**0**' for later today; or, '**1**' for tomorrow; or, '**2**' for two days from now
   b. Enter **time to the minute** followed by '**#**'
   c. Press '**1**' for AM; or, press '**2**' for PM
   d. Press '1' to re-record your greeting, press '**#**' when finished
   e. Press '*****' to exit; or, hang up

Or,

End Month, Day and Time

   a. Press '**9**' to enter a month and day
   b. Enter a **month** as a number from 1-12 followed by '**#**'
   c. Enter a **day** as a number from 1-31 followed by '**#**'
   d. Enter **time to the minute** followed by '**#**'
   e. Press '**1**' for AM; or, press '**2**' for PM
   f. Press '**1**' to **re-record** your greeting, press '**#**' when finished
   g. Press '*****' to exit; or, hang up

Create a Private List

1. Press the **Messages** button on your phone
2. Enter **your PIN** followed by '**#**'
3. Press '**4**' to access Setup options
4. Press '**2**' to access Message Settings options
5. Press '**4**' to access Private List options
6. Press '**2**' to choose a private list number from 1-25
7. Press '**1**' to add a name to the list
8. Enter the **5 digit extension**, or to switch between number and spelling entry, press '**#**' **twice (NOTE**: press the corresponding number key (only once) for each letter of the last name followed by the first name with no space in between)
9. Press '**#**' to confirm the addition
10. To add more names repeat steps 7 through 9, or hang up when the list is complete

Delete Names from Private List

1. Press the **Messages** button on your phone
2. Enter your **PIN** followed by '**#**'
3. Press '**4**' to access Setup Options
4. Press '**2**' to access Message Settings options
5. Press '**4**' to access Private List options
6. Press '**2**' to change a name on a private list
7. Choose a private list number from 1-25
8. Press '**2**' to review or delete a name
9. Press '**3**' to delete a name
10. Press '**1**' if you are sure you want to delete the name
11. Press '**9**' to hear the next name, or press '*****' to exit

Change PIN

PIN numbers should be at least 3 digits long.

1. Press the **Messages** button on your phone
2. Enter your **PIN** followed by '**#**'
3. Press '**4**' to access Setup options
4. Press '**3**' to access Personal Settings
5. Press '**1**' to change your PIN number
6. Enter a **new PIN** number followed by '**#**'
7. Press '*****' to return to the previous menu, or hang up

Change Recorded Name

1. Press the **Messages** button on your phone
2. Enter **your PIN** followed by '**#**'
3. Press '**4**' to access Setup options
4. Press '**3**' to access Personal Settings
5. Press '**2**' to change your recorded name
6. Say your first and last name at the tone followed by '**#**'
7. Press '*****' to keep your recorded name

Access Messages from Another Phone

1. Dial your phone number (**On Campus** - 5 digit number (7-xxxx), **Off Campus** - 10 digit number (734-487-xxxx)
2. Press the (*****) **key** when a voice recording answers
3. Enter your **ID** number (5 digit number) and the (**#**) **key**
4. Enter your **PIN** and the (**#**) **key**
5. Press '**1**' to access new messages, or '**3**' and then '**1**' for old (saved) messages