

# CLARKE UNIVERSITY

## *Voicemail User Guide*

### TO ACCESS YOUR MAILBOX

#### INSIDE THE OFFICE

1. Press The **Voicemail Key**  
**-OR-**  
Dial **6777**
2. Enter Your Passcode

#### FROM ANOTHER EXTENSION

1. Press The **Voicemail Key**
2. Press \*, **Dial Your Mailbox Number**, Press \*
3. Enter Your Passcode

#### FROM OUTSIDE THE OFFICE

1. Dial **563-588-6777**
2. When You Hear, "Welcome To The Message Center...", **Enter Your Mailbox Number And Press \***
3. Enter your **Passcode**

### SETTING UP YOUR MAILBOX

1. Press Your Voicemail Key **OR** Dial **6777**
2. Enter Your Passcode, **1111**

#### CREATE A PASSCODE

1. Press **8** For User Options
2. Press **7** To Enter Your Passcode
3. Enter Your 4-10 Digit Passcode  
( *Your Passcode Can't Be A Simple Series Like 1234, 9999, etc.*)

#### RECORD YOUR GREETING

1. Press **8** For User Options
2. Press **4** To Record A Greeting
3. Record Your Greeting
  - Press **7** To Review
    - Press **9** To Save
    - Press **3** To Discard & Record Again

#### RECORD YOUR NAME

1. Press **8** For User Options
2. Press **6** To Record Your Name
3. Record Your First And Last Name
  - Press **7** To Review
    - Press **9** To Save
    - Press **3** To Discard & Record Again

### LEAVING A MESSAGE

1. Access Your Mailbox
2. Press **6** To Make A Message
3. Enter A Mailbox Number **OR** Distribution List Number
  - After Name Is Confirmed, You May Enter Other Mailbox Numbers To Send The Same Message To
4. Press **#** To Record Your Message
  - Press **1** At Any time To Pause, Press The **#** Key To Continue
5. When You Are Finished Recording, You Can:
  - Press **7** To Review The Message
  - Press **3** To Discard And Start Over
  - Press **2** To Append To The Recording
  - Press **6** To Access Message Addressing Options
    - Press **2** For Confidential Delivery
    - Press **7** For Request Receipt
    - Press **8** For Urgent Delivery
    - Press **3** For Future Delivery
    - Press **9** To Exit

### PLAYING MESSAGES

1. Access Your Mailbox
2. The System Will Tell You How Many Messages You Have
3. Press **7** To Play Your Messages
4. At Any time During A Message You Can:
  - Press **1** To Pause For 30 Seconds
  - Press \* To Move Back 5 Seconds
  - Press **#** To Move Forward 5 Seconds
  - Press **8** To Skip To The Next Message
  - Press **8\*** To Go Back To The Beginning
5. After Listening To Your Message You Can:
  - Press **7** To Play The Current Message Again
  - Press **2** To Answer The Person Who Sent The Message
    - Record Your Message
      - Press **7** To Review Your Message
      - Press **3** To Discard Your Message
      - Press **2** To Append To Your Message
      - Press **6** For Message Address Options
      - Press **9** To Send Your Message
    - Press **4** To Give The Message To Another Mailbox
      - Enter Mailbox Number To Send Message To

- Press # Or Wait To Record A Message
    - Press 7 To Review Your Message
    - Press 3 To Discard Your Message
    - Press 2 To Append To Your Message
    - Press 6 For Message Address Options
    - Press 9 To Send Your Message
  - Press 5 To Keep The Message
  - Press 3 To Delete The Message
    - To Undelete Message, Press The \* Key Immediately After Deleting, Before Pressing Any Other Keys
  - Press 8 To Skip To The Top Of The Next Message
  - Press 84 To Hear The Time Stamp
- Press 6 To Re-Record Your Name
    - Press 5 To Listen To Your Name
    - Press 7 To Record Your Name
    - Press 9 To Exit
  - Press 7 To Change Your Passcode
    - Enter A 4-10 Digit Passcode
  - Press 5 To Change Distribution List (01-10)
    - Press 2 To Add A Member
    - Press 3 To Drop A Member
    - Press 6 To Record A Name For The List
    - Press 7 To Play The List
    - Press 9 To Exit The System
  - Press 2 To Listen To Call Scheduling Options
    - Press 3 For Future Delivery
      - Press 2 To Audit Message
      - Press 3 To Discard Message
      - Press 5 To Keep Message
      - Press 7 To Play Recipients
      - Press 8 To Hear Time Again
      - Press 9 To Exit

### USER OPTIONS

1. Access Your Mailbox
2. Press 8 For User Options
  - Press 4 To Change Your Greetings (It Will Tell You Which Greeting Is Enabled)
    - Press 2 To Change Your Conditional, Personal Greetings
      - Press 2 To Change Your Busy Greeting
      - Press 3 To Change Your Call Forward Greeting
      - Press 6 To Change Your No Answer Greeting
      - Press 9 To Exit To The Previous Menu
    - Press 7 To Change Your Primary, Personal Greeting
      - Press 5 To Listen To Your Greeting
      - Press 7 To Record Your Greeting
      - Press 9 To Exit To The Previous Menu
    - Press 3 To Enable A Different Greeting
      - Press 2 To Enable Conditional, Personal Greeting
      - Press 4 To Enable The General Greeting
      - Press 7 To Enable Your Primary, Personal Greeting
      - Press 9 To Exit To The Previous Menu