



VOICE MAIL QUICK REFERENCE GUIDE

WHILE LISTENING TO YOUR VOICE MAIL MESSAGES YOU MAY:

Press 2 – Reply or “Answer”

Press 3 – Delete

Press 4 – Forward or “Give”

Press 5 – Save or “Keep”

Press 6 – Create or “Make”

Press 7 – “Play”

Press 8 – Skip

Press 9 – Main Menu

Press # # - Go to end of message

Press # - To bypass a greeting completely

TO FORWARD A CALLER DIRECTLY TO VOICE MAIL:

Press the transfer or flash button and dial 1111. Wait until the system answers. Then dial the extension you want the caller to go to and immediately press #2 and hang up.

TO ACCESS YOUR VOICE MAIL BOX FROM OFF CAMPUS:

Dial (413)538-2660

When the system answers, press the * key, dial your mailbox number and press the # key.

(Your ID number is your mail box number)

The system will then ask you for your password.

TO CHANGE YOUR PERSONALIZED OPTIONS ONCE YOU ARE LOGGED INTO YOUR VOICE MAIL BOX:

To re-record your standard greeting	Dial 8111
To re-record your busy greeting	Dial 8113-4
To re-record you alternate greeting	Dial 8112-1
To switch greetings	Dial 8112
(From standard to alternate or vice versa)	
To change your password code	Dial 831
To change your recorded name	Dial 832
