

This guide covers using the voicemail system at the Salisbury University

VOICEMAIL INDICATOR

When a new voicemail has been received, on some phones an indicator light will appear. For example, NEC Dterm Series E phones display a red light in the upper right-hand corner of the phone when a message has been received. Analog phones without a new message light will receive a stutter dial tone when the handset is picked up to indicate a new message has been received.

USING THE VOICEMAIL SYSTEM

TO ACCESS THE VOICEMAIL SYSTEM:

To access your voicemail account from your phone:

- Lift handset.
- Dial x89133 or press the VOICEMAIL button.
- Enter your password.

To access your voicemail account from another on-campus phone:

- Lift handset.
- Dial x89133.
- Press the * key twice.
- Enter your ID number (5-digit on-campus extension or 5 digit mailbox number).
- Enter your password.

To access your voicemail account from off-campus:

- Dial the voicemail pilot number (410-548-9133).
- Press the * key.
- Enter your ID number (5-digit on-campus extension or 5 digit mailbox number).
- Enter your password.

NOTE FOR ANALOG PHONES: You will be notified of messages by an interrupted dial tone whenever you lift your handset.

When you first access voicemail, the system will announce how many new and old messages are in the system, and you will get the following options:

- To hear new messages, 1. – will only be heard if you have new messages.
- Record and send a message, 2
- To review Old messages, 3 – will only be heard if you have saved messages.
- For Phone Manager (Setup) options, 4
- To Restart, 5
- For Help, 0

- To Exit, *

PLAYBACK CONTROLS

When listening to a message, you have some control over the playback.

- To rewind playback a few seconds, press 1.
- To pause playback, press 2.
- To fast forward a few seconds, press 3.
- To review, press 4.
- For envelope information, press 5.
- To forward, press 6.
- To delete, press 7.
- To reply, press 8.
- To transfer to sender, press 88.
- To save, press 9.
- To skip, press #.
- To quit, press *.

RECORDING YOUR GREETING

- Press 4 to access Phone manager (setup) options.
- To record your standard greeting, press 4. To record your busy greeting, press 5. To record an out of office greeting, press 6.
 - Note, you can also get to these options through Personal Options by pressing 1 and then pressing 3 for personal greetings.
- To record:
 - Start recording at the tone. Press any key to stop.
 - To save it, press #.
 - To exit/cancel, press *, and then press * again to exit Phone Manager.

RECORDING YOUR NAME

- Press 4 to access setup options.
- Press 1 for Personal Options
- Press 5 to record your name.
- To record:
 - To start recording, press 2. Pressing 2 again will pause/start recording again.
 - To review your recording, press 6.
 - To save it, press 5.
 - To discard and start over, press 4.
 - For help, press #
 - To exit/cancel, press *, and then press * again to exit Phone Manager.