Voice Mail Instructions

To Initialize Mailbox

Dial **3-5000**
- Follow the prompts to enter your mailbox number (your 5 digit phone extension supplied by the Residential Programs department)
- Enter temporary password **1-2-3-4-5**, then press #
- Change to your own personal password, then press #
- Record your first and last name, press #
- Record a personal greeting, then press #

To Record Multiple Greetings

Dial **3-5000**
- Enter personal password
- **Press 4** for personal options
- **Press 3** to record greeting
- **Press 1** to change your personal greeting
- **Press 2** to record a personal greeting
- **Press 2** to record a greeting that will be played to callers when you on the phone
- Record your greeting at the tone and then press #
- Follow directions of the recorded voice

To Retrieve Messages

Dial **3-5000**
- Enter personal password
- **Press 1** to review your messages. At the end of each message you have the following options:
- **Press 7** to erase the message
- **Press 8** to reply to the message
- **Press 9** to save the message for up to 10 days
- **Press 0** to hear more options
- **Press 4** to replay the message
- **Press 5** to get envelope information
- **Press 6** to send a copy of the message

To Send a Message

Dial **3-5000**
- Enter personal password
- **Press 2** to send a message
- Record your message, then press #
- Enter the mailbox number of the person to receive the message. If you do not know the mailbox number you press # and use the spell by name directory.

Personal Options

Personal options give you the ability to change your recorded name, greeting or password at any time.

To Record a New Name

Dial **3-5000**
- Enter personal password
- **Press 4** for personal options
- **Press 3** to record greeting
- **Press 3** to change recorded name
- Follow the directions of the recorded voice

To Change Personal Password

Dial **3-5000**
- Enter personal password
- **Press 4** for personal options
- **Press 2** to change administrative options
- **Press 1** to establish or change passwords
- **Press 1** to enter personal password
- Follow the directions of the recorded voice

To Change Personal Greeting

Dial **3-5000**
- Enter personal password
- **Press 4** for personal options
- **Press 3** to record greeting
- **Press 1** to change your personal greeting
- **Press 2** to record a personal greeting
- **Press 1** to change your greeting that will be played to callers when your phone is not answered
- Record your greeting at the tone, then press #
- Follow the directions of the recorded voice

Once you have recorded the greeting to inform callers you are away, you should record a second greeting to inform callers you are on the telephone.

- **Press 3** to record your greeting
- **Press 1** to change your personal greeting
- **Press 2** to record a personal greeting
- **Press 2** to record a greeting that will be played when you are on the phone
- Record your message at the tone, then press #
- Follow the directions of the recorded voice

To Retrieve Messages From Off Campus

Dial **463-5000** from a touch tone telephone
- When you hear "Welcome to Hofstra University..." press #
- Enter your mailbox number
- Enter you password and proceed as usual

Extended Absence Greeting

Record an extended absence greeting to advise callers that you are away from the office and may be checking your mailbox infrequently. Give your callers the option of leaving a meassage or calling someone else in your department. Callers cannot skip your extended absence greeting.

Dial **3-5000**
- Enter personal password
- **Press 4** for personal options
- **Press 3** for greetings
- Record personal greeting, then press #

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NOTE: *The system reminds you that your extended absence greeting is on each time you enter your mailbox and prompts you to delete or retain it. Your personal greeting is reinstated when you delete the extended absence greeting.*

Voicemail Troubles

If you experience any problems with the system or if you have any questions, please call **Telecommunications** at extension **3-6602**.