**ENTERING THE SYSTEM**
From your phone or another phone on the system:
- Lift handset and listen for dial tone
- If message light is lit or you have a broken dial tone, call the internal messaging system extension at 6000.

Press the MESSAGE key
Upon hearing “Monmouth University Voice Mail, Mailbox?”
Enter your mailbox number _____________ [#]
Enter your mailbox password _____________ [#]

Note: Mailbox Number = Extension Number
Temporary Initial Password = 12#### (extension number)

From an outside location:
- Dial the Remote Login Phone number – 732-263-6000
- Upon hearing “Monmouth University Voice Mail, Mailbox?”
Enter your mailbox number _____________ [#]
Enter your mailbox password _____________ [#]

**SETTING UP YOUR MAILBOX**
After you have logged in to the voicemail system the first time, you will need to set up a new password and record a personal mailbox greeting. The following steps are also used anytime you wish to change either the password or the greeting in the future.

To Change Password
- Dial 84
- Enter old password (6 digits) followed by the # sign
- Enter new password followed by the # sign
- Reenter new password

To Record Personal Greeting
- Dial 82
- Choose Greeting type: Press 1 for External Greeting OR press 2 for Internal Greeting OR press 3 for Temporary Greeting
- Press 5 and begin talking at the beep
- Press # sign to stop recording
- You may press 2 to replay your greeting and/or press 76 to delete and 5 to re-record. Press 83 when you are satisfied with your recorded greeting

Note: If you record only your External Greeting it plays for all three call types. Include information in your greeting about dialing 0 to reach the operator, or your custom operator.

To Assign your Custom Operator
You can designate the extension to which callers will be forwarded when they press 0 after listening to your greeting.
- Dial 80 for mailbox options
- Press 1 to review the current custom operator
- Enter the new custom operator number (4-digit extension)

To Record Personal Verification
This is when you want your name to be announced BEFORE your greeting.
- Dial 829
- Press 5 and speak your first and last name at the beep
- Press # sign to stop recording

**REVIEWING MESSAGES**
- Log in to your mailbox
- After the message summary is played, the first message is played
- To Delete the message, press 76
- To Skip the message, press 6
- To Call the sender, press 9

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<tr>
<th>Playback Controls</th>
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**COMPOSING A MESSAGE**
- Log in to your mailbox
- Press 75
- Enter mailbox number or distribution list to receive message followed by # sign
- Repeat step 3 until all mailbox numbers have been entered
- Press # sign to end list (2 consecutive # signs)
- Press 5 and begin speaking at the beep
- Press # sign to stop recording
- Press 79 to send the message

**EXPRESS MESSAGING**
Express Messaging is a fast method of leaving a message in another mailbox without ringing the set.
- Dial Express Messaging - 6003
- At the prompt, dial the extension number then the # sign
- Press 5 to record the message
- Press the # sign to end the recording

**TRANSFERRING CALLERS INTO A PERSON'S MAILBOX**
You can utilize this option if you have received a call meant for another person and they are not available to take the call.
- With a caller on the line, press the TRANSFER key (TAP on the analog phones)
- Dial Express Messaging 6003
- At the prompt, dial the extension number then the # sign
- Press 5 to record the message
- Press the # sign to end the recording

**FORWARDING ALL CALLS TO VOICE MAIL**
You may forward all your calls immediately to voicemail (digital phone required).
- With a call on the line, press the FORWARD key (TAP on the analog phones)
- Dial 6000
- Press the FORWARD key on your telephone

**FORWARDING ALL CALLS TO VOICE MAIL**
You may forward all your calls immediately to voicemail (digital phone required).
- With a call on the line, press the FORWARD key (TAP on the analog phones)
- Dial 6000
- Press the FORWARD key on your telephone
**FORWARDING MESSAGES**

- After listening to the message or after playing the message, press **73**
- Enter the number or numbers of the persons you are forwarding the message to, separating each number with #
- When you have finished entering addresses, press # to end the list
- Press 5 to record an introduction
- Press # to end recording
- Press 79 to send the message

**REPLYING TO MESSAGES**

- After listening to the message or after playing the message, press **71**
- Press 5 to record your reply
- Press # to end recording
- Press 79 to send the message

**CREATING A PERSONAL DISTRIBUTION LIST**

You can create up to 99 personal distribution lists that can contain up to 200 entries. The personal distribution list saves time when sending messages to the same group of people.

To create a personal distribution list:

- Dial **85**
- Enter a number from 1 to 99 followed by the # sign
- Press 9 to record a name to help you identify the list. Press 5 to begin recording and the press #
- Press 5 to start entering addresses in the list, separating each extension by pressing #
- When the list is complete, press #

To play, edit or delete a personal distribution list:

- Dial **85**
- Enter the distribution list number followed by #
- Press 2 to play the contents of the list
- Press 5 to add to the list
- Press 76 to delete an entire list
- To send a message to the distribution list, see **COMPOSING A MESSAGE**

**HELPFUL HINTS**

- While listening to a person's greeting, you can stop the greeting by pressing # and recording your message
- While listening to a person's greeting, you can press 0 to be transferred to the attendant
- While listening to someone's greeting, you can be transferred to another extension by pressing 0 + extension number + #
- When you record a message in another person's mailbox, you can play it, delete it or rerecord it just as you do when you compose a message
- When you compose a message, you can indicate that you want it handled in a special way. After you record the message, press 701 to mark it **Urgent**; 704 to mark it **Private**; 705 to request an **Acknowledgment**; or 706 to set a **Timed Delivery**, or 707 to add an **Attachment** (voicemail message in your mailbox).
- When you use a Temporary Greeting, you can set an expiry date for the greeting. Press 823 for temporary greeting, then press 9 to set the expiry date; the system will prompt you to enter the expiration month, date, and time. Your temporary greeting will automatically expire at the prescribed time.

**NOTES**

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**REMOTE LOGIN PHONE NUMBER**

732-263-6000