



Document: Adjunct Faculty Voicemail Guide  
Released: Tuesday, July 14, 2009 Revised: 7/24/2009  
Helpdesk: Thinkhelpdesk.com/kishwaukeecollege  
Location: Faculty Staff Links [http://www.kishwaukeecollege.edu/staff\\_access/](http://www.kishwaukeecollege.edu/staff_access/)  
Contact: Helpdesk@kishwaukeecollege.edu Extension 4357

## Adjunct Faculty Voicemail Guide

### VOICEMAIL ACCOUNT SETUP

Each instructor will have an individual voicemail account. After your division has requested an account, your voicemail extension and password will be generated. Your extension and password will be given to you by your division.

#### Information Technology Links

##### [User Account Request Form](#)

Supervisors can use this online form to submit changes to user's accounts.

[http://www.kishwaukeecollege.edu/staff\\_access/](http://www.kishwaukeecollege.edu/staff_access/)

### MULTI USER PHONE

Some phones have more than one voicemail extension. Use the button next to the extension that matches your assigned voicemail extension.



### FIRST USER [Voicemail Button](#)

The extension number on the bottom of the phone is the first extension. The voicemail button light indicates you have a message. Press the voicemail button to access voicemail. Enter your pass code when prompted. You will hear your personal name greeting followed by an auto-attendant greeting announcing the number of mailbox messages.



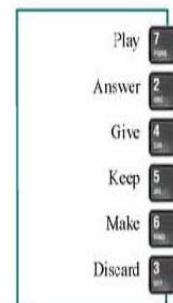
### SECOND USER [MWI \(Extension #\)](#)

The MWI (Message Waiting Indicator) light indicates you have a message. To access the voice mail system, press the MWI button. Enter your pass code when prompted. You will hear your personal name greeting followed by an auto-attendant greeting announcing the number of messages in your mailbox.



### VOICEMAIL MESSAGE OPTIONS:

P to play messages.  
A to answer a message  
G to give the message to another user.  
K to keep the message.  
M to make a new message.  
D to discard messages.  
X to exit the system.





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### ACCESSING VOICEMAIL OPTIONS

#### From Any Campus Phone

- Dial 7000.
- Press \*.
- Enter your mailbox number.
- Press \*.
- Enter your passcode.

#### From Outside The College

- Dial 1(815)825-9899.
- Enter your mailbox number.
- Press \*.
- Enter your passcode.

### VOICEMAIL MAILBOX SETUP

When accessing your voicemail mailbox for the first time, a user tutorial will be automatically activated. The tutorial will guide you through setup.

#### Setup Tutorial

1. To activate the tutorial press the voicemail button on your phone.
2. The tutorial will prompt you to change your password. Your password must be between four and ten digits.
3. Next, record a short greeting. Your greeting is the greeting callers hear when accessing your voice mailbox.
4. Press the pound key (#) key when you have finished recording your greeting.
5. Now, you will be prompted to record your name. This is how the voice mail system will identify your mailbox.
6. Press the pound key (#) key when you have finished recording your name.
7. Press X (9) to exit the system.

**Important:** You must complete the entire tutorial before exiting the voice mail system or

your changes will not be saved.

#### Password Changes

Passwords are set by the user; the owner of the mailbox is the only person who knows the password. If you forget your password go to [thinkhelpdesk.com/kishwaukeecollege](http://thinkhelpdesk.com/kishwaukeecollege) to request your voicemail password be reset.

### ACCOUNT OPTIONS

#### Change Your Password

1. Access your voicemail mailbox.
2. Press U (8) for user options.
3. Press P (7) for password.
4. Enter your new password (4-10 digits).
5. Press the pound key (#).

#### Change Your Greeting

1. Access your voicemail mailbox.
2. Press U (8) for user options.
3. Press G (4) for greeting.
4. Press R (7) to begin recording.
5. Press the pound (#) key when finished recording.
  - a. Press R (7) to review your greeting before saving.
  - b. Press D (3) to delete your greeting and record again.
  - c. Press A (2) to append to your greeting.
6. Press X (9) to save your greeting and exit.

#### Change Your Recorded Name

1. Access your voicemail mailbox.
2. Press U (8) for user options.
3. Press N (6) for name.
4. Press R (7) to begin recording.
5. Press the pound (#) key when finished recording.
6. Press X (9) to save your name and exit to the main menu.