



Document: Voicemail Guide
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Helpdesk: Thinkhelpdesk.com/kishwaukeecollege
Location: Faculty Staff Links http://www.kishwaukeecollege.edu/staff_access/
Contact: Helpdesk@kishwaukeecollege.edu Extension 4357


Voicemail Guide

Voicemail Access Numbers

On Campus: 7000
Off Campus: 1(815)825-9899

Accessing Voicemail

From Your Phone

- Press the Voicemail Button .
- Enter your passcode.


From Another 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.

Playing Messages

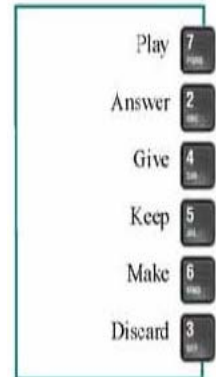
1. A flashing voicemail button indicates messages.
2. Press the voicemail button .
3. Enter your pass code when prompted.
4. You will hear your personal name greeting followed by an auto-attendant greeting announcing the number of messages in your mailbox.
5. Press P to play your first message.

Message Options

- 1 Pause/resume playback.
- 7 Re-play message.
- 8 Skip to your next message.
- 8,* Go back to start of previous message.
- *, # Move back or forward 5 seconds.

Playback Options

- P Play a message.
A Answer to a message.
G Give to another ext.
M See creating voicemails.
K Keep the message.
D Discard message.
X Exit the system.



Creating Voicemails:

Voicemail Recording

1. Access your voice mailbox.
2. Press M (6) to make a message.
3. Enter the recipient's extension or a distribution list number.
4. Press the pound (#) key.
5. Record your message.
6. Press the pound (#) key.
7. Press R (7) to review your message before sending
8. After reviewing your message:
 - a. Press D (3) to delete your message.
 - b. Press A (2) to append your message.
 - c. Press M (6) to access message addressing options (see below).
 - d. Press X (9) to send your message and exit.

Press the star (*) key to pause and resume during recording.

Faculty Staff Support Links

Please visit Faculty Staff Support Links for additional phone system information:
[Kishwaukeecollege.edu/staff_access/](http://www.kishwaukeecollege.edu/staff_access/)



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Voicemail Mailbox Setup

When accessing your voice mailbox for the first time, a user tutorial is 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.
7. Press X (9) to exit the system.

Additional Setup Information

- Important: You must complete the entire tutorial before exiting the voice mail system or your changes will not be saved.
- You may also repeat the tutorial at any time by pressing U (8) for user options followed by T (8) for tutorial from the main menu.

Password Changes

- Passwords are set by the user, after initializing a mailbox, the owner of the mailbox is the only person who knows the password.
- To change your password: Press U (8) for user options, then P (7) for password. Enter your new password and press the pound key (#).
- If you forget your password go to thinkhelpdesk.com/kishwaukeecollege to request your voicemail password be reset.

Account Options

Change Your Password

1. Access your voice 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 voice 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) 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 voice 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.