Voice Mail
User's Guide

Eastern Illinois University Campus
Phone Service

Accessing Your Voice Mail

From Your Own Phone
- Dial the Voice Mail Access number for your location:
  EIU: 217.581.0400
- Enter your voice mail password, then press #.
- To play new messages, press 1.

From Another Phone
- Dial the Voice Mail Access number for your location:
  EIU: 217.581.0400
- When the system answers, enter your phone number and press #.   You MUST dial the (217) area code
- When prompted, enter your voice mail password and press #.
- To play new messages, press 1.

Changing Your Voice Mail Password

- Access your voice mailbox.
- Press 4 for Personal Options.
- Press 2 to change your password.
- Follow the system prompts.

Voice Mail Main Menu

KEY	FEATURE
1	Listen to New Messages
2	Leave a Message for Other Mailboxes
3	Listen to Other Messages
4	Personal Options
5	Place a Call

Message Playback Options

While listening to your voice mail messages, the following options are available.

ACTION	BEFORE MESSAGE	DURING MESSAGE	AFTER MESSAGE
Skip Message	#	#	#
Reply to Message	NA	NA	4
Envelope Information	NA	8	8
Delete	7	7	7
Save	9	9	9
Forward Message	NA	NA	6
Replay Message	NA	11	11
Rewind 5 Seconds	NA	1	NA
Rewind to Beginning	NA	11	11
Pause/Resume Playback	NA	*	NA
Skip Ahead 5 Seconds	NA	3	NA
Skip to the End	NA	33	NA
Return to Main Menu	NA	NA	*

Replying to a Message

- Press 4 to reply to a message after listening to it. Press * to cancel.
- Press 1 to reply without attaching the original message.
- Press 3 to reply with the original message.
- Record your message, then press #.
  - If satisfied with your message, press #.
  - To review your message, press 1.
  - To erase and rerecord your message press *.
  - To append your message, press 2.
- Enter the phone number or distribution list, then press #. Repeat this step until you've entered all the desired destinations.
- Press # when finished entering destinations.
- Press # to send the message.

Calling the Sender

- Press 5 after listening to a message to call the sender back. NOTE: This capability will not work if the voice mail system was not able to record the Caller ID information when the original voice mail was received or if your phone is configured with call restrictions that prevent you from calling the originator's number.

Forwarding a Message

- Press 6 to forward a message to another recipient after listening to the message.
  - Record your message, then press #.
  - If satisfied with your message, press #.
  - To review your message, press 1.
  - To erase and rerecord your message, press *.
  - To append your message, press 2.
- Enter the phone number or distribution list, then press #. Repeat this step until you've entered all the desired destinations.
- Press # when finished entering destinations.
- Press # to send the message.

Leave Messages for Other Mailboxes

- Access your voice mailbox.
- Press 2 from the Main Menu to compose a new message.
  - Record your message, then press #.
  - If satisfied with your message, press #.
  - To review your message, press 1.
  - To erase and rerecord your message, press *.
  - To append your message, press 2.
- Enter the phone number or distribution list, then press #. Repeat this step until you've entered all the desired destinations.
- Press # when finished entering destinations.
- Press # to send.

Recording Your Personal Greetings

- Access your voice mailbox.
- Press 4 to go to the Personal Options Menu.
- Press 1 for personal greetings.

- Select the greeting you'd like to record:
  - Press 1 to listen to your personal greeting.
  - Press 2 to record a personal greeting. After the tone, record your greeting. Press # when finished.
- After recording your greeting:
  - Press # to accept your greeting.
  - Press 1 to replay your greeting.
  - Press * to erase and rerecord.
  - If you don't record a personal greeting, a generic greeting will be played with your phone number.
  - Press 4 to play a standard greeting with your name.
  - Press 5 to play a standard greeting with your phone number.
- Press 3 to delete your personal greeting.
- Press 6 to keep the caller from hearing your name and number.
- Press 7 to play greeting to caller.

Hearing Your Personal Greetings

- Access your voice mailbox.
- Press 4 for the Personal Options Menu.
- Press 1 for personal greetings.
- Press 1 to listen to your personal greetings.

Recording Your Name

- Access your voice mailbox.
- Press 4 for the personal greetings.
- Press 4 to record your name. After the tone, record your name and press #.
- Press # to accept the recording.
- Press 1 to replay the recording.
- Press * to erase and rerecord the recording.

Voice Mail Notification

You can arrange to be notified when you receive voice mail messages. You can select whether or not to be notified and, if so, for which types of messages (i.e., All Messages or Urgent Messages Only).

To manage your message notification, dial the Voice Mail Access number to retrieve messages.
- Press 4 for the Personal Options.
- Press 7 to manage notification options, then:
  - Press 1 for phone.
  - Press 2 for numeric page
  - Press 3 for text page
  To enable:
  - Press 4 to set number for phone notification.
  - Press 5 to set number for pager notification.