



## Welcome!

Jefferson College's voicemail system is designed to provide you with the same convenient access to your voice messages whether you are at your desk or calling in over the telephone.

Please reach out to the Jefferson College Helpdesk for any support inquiries - 636-481-3234.

## Before You Start

To access your voicemail, please refer to the following information.

Internal Voicemail number: x3555

External Voicemail number: 636-481-3555

Your extension number: 636-481-3\_\_\_\_\_

## Gaining Access to Your Mailbox

Follow these simple steps to start using your voicemail.

1. Call the voicemail internal or external number.
2. If necessary, press the key for triggering a subscriber log on (default = #).
3. If prompted, enter your voicemail number.
4. Enter your security code (or the default code, if your administrator has given you one).

## Sample Recorded Greeting

Employees who have a phone extension should also update their voicemail/out of office greeting to reflect the following updated standardized institutional message:

***Thank you for calling the Jefferson College [department or service name], you've reached the voice mail of [your name and title]. Your call is important to me, please leave your name, phone number, and reason for calling, and I will return your call as soon as possible.***

## Performing Common Tasks

If you are looking for a quick hint on how to perform a specific task, here is the list of the shortcut commands.

### Getting Started

<i>If you want to...</i>	<i>Then enter...</i>
Listen to new messages	1
Record and send a message	2
Listen to saved messages	5
Review, forward, delete, or save messages you have selected	6
Listen to and recover messages you have marked for deletion (in this session only)	7

### While Listening to Message

<i>If you want to...</i>	<i>Then enter...</i>
Increase playback speed	1 4
Decrease playback speed	1 7
Skip back five seconds	3
Delete a message	4
Save a message	5
Increase volume	1 6
Decrease volume	1 9
Skip to next message	7
Reply to a message	8
Skip ahead five seconds	9

### Changing Your Mailbox Options

<i>If you want to...</i>	<i>Then enter...</i>
Change name	3 1 5
Change password	3 1 4
Change standard greeting	3 4 or 3 1 3 2
Change busy greeting*	3 5 or 3 1 3 1
Change out-of-office greeting*	3 6 or 3 1 3 3
Set automatic message forwarding	3 2 4
Set message presentation ordering	3 2 5
Set Immediate Message Notification*	3 1 1

### After Recording Message

<i>If you want to...</i>	<i>Then enter...</i>
Request future delivery	0 1
Mark the message urgent	0 2
Restrict forwarding of the message	0 3
Append a fax	0 4
Request a return receipt	0 5
Leave a callback number	0 8