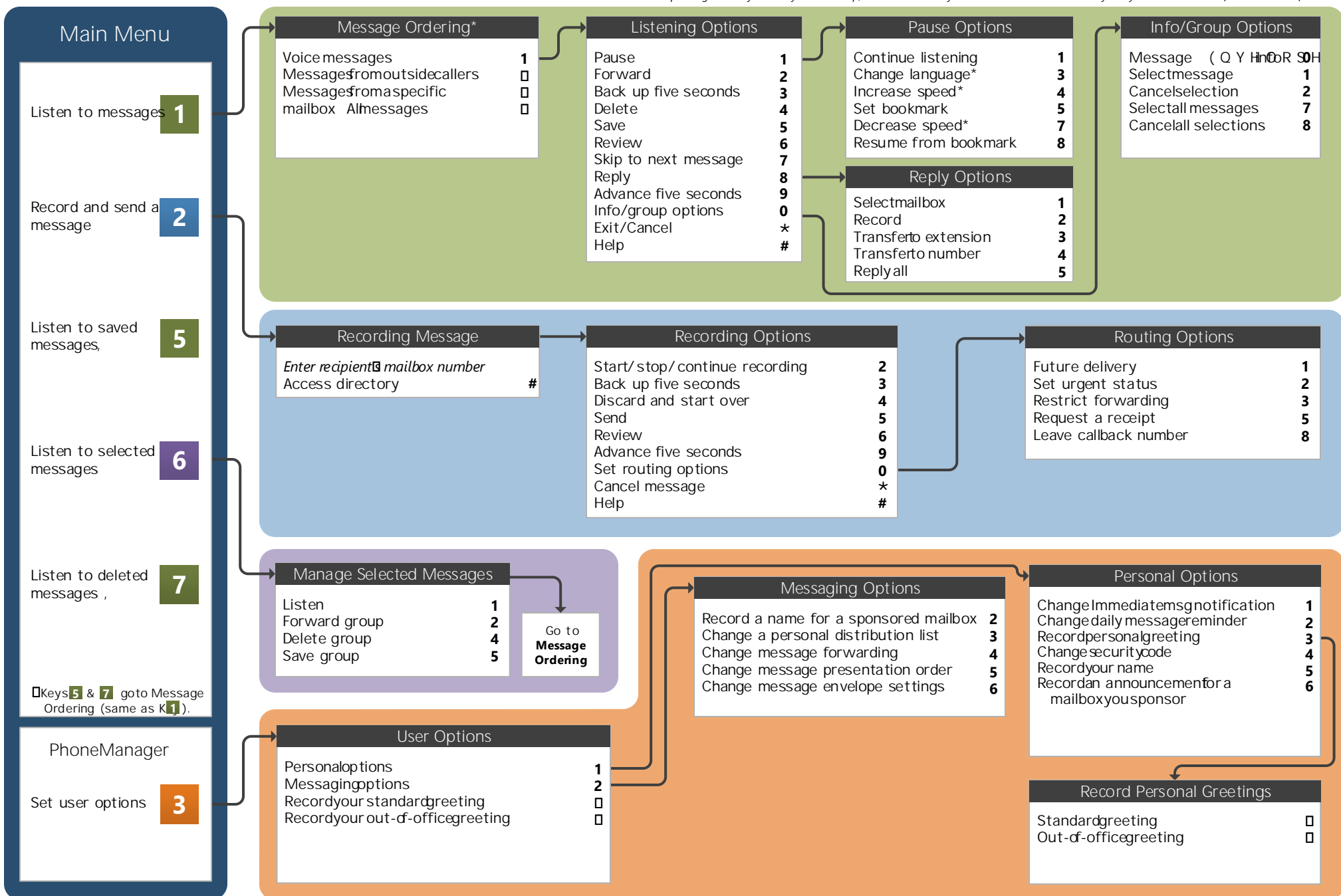


# - H I I H U V R Q & R O O H J H 9 R L F H P D L O \* X L G

\* Depending on how your CX system is set up, this command may not be available. Please consult your system administrator for additional information.



## 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.

## 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:

***You have reached (state your title and first/last name). Please leave a brief message or email (spell your MyJeffco email address). Thanks for supporting Jefferson College's mission to provide quality learning opportunities that empower individuals to achieve their goals.***

## 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