



## CMC Voice Mail User Guide

For your ECI Phone System and Coral Message Center Voice Mail

### ***VOICE MAIL***

#### **New Terms**

**Personal ID** – This is **9 + (your four digit extension number)**

**Security Code** – New name for password. Your new mailbox does not have a security code/password until you setup your mailbox.

*Before you call to set up your mailbox, it is a good idea to have decided on a security code for your mailbox in advance. This number needs to be between 3 and 10 digits long.*

#### **TO SET UP YOUR MAILBOX**

From your telephone dial **86**.

Follow the system's step-by-step instructions.

The voice mail will step you through how to set up your mailbox.

You need to record the following:

1. Record your name.
2. Do you want to be listed in the directory, so that outside callers can dial you by name? (Mandatory for all employees)
3. Do you wish to have two greetings? One for when you are not available and one for when you are on the phone? (Busy Greeting)
4. Record your personal greeting.
5. Record your busy greeting if you want one.
6. Do you want a security code?  
If yes, enter password (3-10 digits) Re-enter to confirm
7. **To save setup, press (1) To repeat setup, press (2)**

\*\*\*BE SURE TO PRESS (1) TO SAVE BEFORE HANGING UP\*\*\*

## **Greetings**

### **Sample Individual Greeting**

*Hello, this is (your name). I am unable to take your call right now. You may press \* (star) to bypass this greeting and leave your message. Please dial 0 if you would like to speak with an operator. Otherwise, please leave a message after the tone, and I'll return your call as soon as possible. Thank you.*

### **Sample Busy Greeting**

*Hello, this is (your name). I am on another call at the moment. **You may press \* (star) to bypass this greeting and leave your message.** Please dial 0 if you would like to speak with an operator. Otherwise, please leave a message after the tone, and I'll return your call as soon as possible. Thank you*

### **Sample Alternate Greeting**

*Hello, this is (your name) I'm out of the office but I will be checking my messages (**Include this only if it is an accurate statement**). Please dial 0 if you would like to speak with an operator. Otherwise, please leave a message after the tone, and I'll return your call as soon as possible. Thank you*

*Hello, this is (your name) I'm out of the office on vacation/ at a meeting/ etc. I will return on XXXXXX. Please dial 0 if you would like to speak with an operator. Otherwise, please leave a message after the tone, and I'll return your call as soon as possible. Thank you*

## **TO RETRIEVE YOUR MESSAGES-**

If your message light is on - Dial **[86]**  
Enter your Security Code. Follow instructions.  
Press **[4]** to receive you new messages.

*The first message is played and you must take action on that message before receiving the next message.*

## **TO GO DIRECTLY TO PERSON'S VOICEMAIL**

Access your voice mailbox & enter your security code  
Press **[5]** to leave a message.  
Enter the mailbox number you are leaving the message for.  
Confirm your mailbox selection by pressing **[1]** or press **[2]** to re-enter.  
Record message at the tone.  
Press **[\*]** to send your message, or **[#]** to re-record message.

## **TO TRANSFER A CALL INTO AN INDIVIDUAL'S VOICE MAIL**

### ***(from an electronic telephone)***

With the caller on the line, press the **[XFR/CONF]** button and dial "7" plus the last three digits of the individual's extension number and hang up.

**(from a single line telephone)**

With the caller on the line, press the hook switch and dial “7” plus the last three digits of the individual’s extension number and hang up.

**VOICE MAIL shortcuts & helpful hints**

To answer a yes/no question in the voice mail system:

**1=yes 2=no.**

When leaving a message in someone’s voice mail, you may skip their personal greeting by pressing \* .

**While listening to a message, press:**

- 4 – slower
- 5 - softer/louder
- 6 – faster
- 7 - backward
- 8 - pause
- 9 - forward

**While recording a message in someone’s voice mail, press:**

- 8 - pause recording
- \* - stop recording
- # - re-record

**To activate your alternate greeting:**

Access your mailbox and enter your security code.

Dial **7 4 5**

The voice mail says “I’m switching to your alternate greeting which currently is.....”

Listen to your current alternate greeting.

Would you like to change it? Enter **1** for yes, **2** for no

Begin speaking after the tone.

Press \* to stop recording. After listening to your greeting you can rerecord the greeting or hangup.

Follow the above steps to switch your greeting back to your standard greeting.

**TO CHECK YOUR VOICEMAIL FROM OUTSIDE THE SCHOOL**

Dial a campus telephone number (336) 334-4822 – Greensboro

(336) 454-1126 – High Point

As soon as you hear the greeting begin:

Dial your Personal I.D. 9 + \_\_\_\_\_(your four digit extension number)

Dial your Security Code (if applicable)

**TO CHECK YOUR VOICEMAIL FROM ANOTHER PHONE**

Dial 86, If the message says ‘Please enter your password’

press \* # (Star – Pound)

As soon as you hear the main greeting begin:

Dial your Personal I.D. 9 + \_\_\_\_\_(your four digit extension number)  
Dial your Security Code (if applicable)

Main Menu	
Check New Messages	4
Leave Messages	5
Review Old Messages	6
Change Setup Options	7

New Messages	
Reply	4
Check Next Message	5
Delete	6
Archive	7
Hear Time Stamp	8
Redirect	9
Save As New	0
Repeat Message	#

### Mailbox Parameters:

Msg. Retention	<u>30 Days</u>
Archive Msg. Retention	<u>60 Days</u>
Msg. Length	<u>3 Minutes</u>
Greeting Length	<u>3 Minutes</u>

### Quick Message Actions

While listening to a message, you can press [3] to hear a menu of quick message actions. Use this menu to take

<b>3</b>	<b>4</b>	Reply
<b>3</b>	<b>5</b>	Check Next Message
<b>3</b>	<b>6</b>	Delete
<b>3</b>	<b>7</b>	Archive
<b>3</b>	<b>8</b>	Hear when message was sent
<b>3</b>	<b>9</b>	Redirect
<b>3</b>	<b>0</b>	Save as new (new messages only)
<b>3</b>	<b>#</b>	Repeat the Message

Message Options	
Edit the Message	4
Set Special Delivery	5
Address to Others	6
Send the Message	*

Old Messages	
Reply	4
Check Next Message	5
Delete	6
Archive	7
Hear Time Stamp	8
Repeat Message	#

Setup Options	
Greetings	4
Groups	5
Transfer & Delivery	6
Personal Options	7

Greetings	
Hear Current Greeting	4
Switch Greetings	5
Edit Standard Greeting	6
Edit Alternate Greeting	7
Edit Busy Greeting	8

Groups	
Create a Group	4
Edit Your Groups	5
List Your Groups	6
Delete a Group	7

Edit Groups	
Add Members	4
Delete Members	5
List Members	6
Change Group Name	7

Transfer / Delivery	

Personal Options	
Change Security Code	4
Re-Record Name	5