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## Accessing Voicemail

### To access voicemail:

- From a campus telephone, dial 3113
- From off campus, dial 315-781-3113

Your mailbox number is the last four (4) digits of your telephone number; followed by the # sign.

### To log in to your voice mailbox:

1. After dialing in (see above), enter your **extension number**
2. Enter a **# sign**
3. Enter your **password**

*Note:* the temporary password is 3200 on all mailboxes

4. Enter a **# sign**

Now you are in the voice mail system and can perform any of the following functions.

## Setting up the Voice Mailbox

The system will not allow you to use your extension number as your password. You will need to reset your password the first time you sign on to voice mail. CallPilot will reject your password change if it's too short or too simple.

**If your password needs to be re-set, please call ext. 4357 for assistance.**

### To change your password:

1. Once inside the voicemail system, press **84**
2. Follow the prompts

Please do this ASAP for your own privacy.

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### To change your personal verification (your name, number, and/or department):

1. Once inside the voicemail system, press **89**
2. Follow the prompts
  - Press **5** to record
  - Press **2** to play back
  - Press **76** to delete
  - Press **5** to re-record

### To change your greetings:

1. Once inside the voicemail system, press **82**
2. While in Greetings, press **9** to record your name
3. Follow the prompts
  - Press **5** to record
  - Press **2** to play back
  - Press **76** to delete
  - Press **5** to re-record

Two different greetings may be recorded: press 1 to record the greeting for external callers (from off campus) and 2 for the greeting to internal callers (on campus).

## Listening to Messages

When listening to your messages (after you have logged into system), use the following keys to navigate:

- Press **2** to play a message
- Press **1** to skip backwards
- Press **3** to go forward
- Press **#** to pause
- Press **2** to continue
- Press **6** to go to the next message
- Press **4** to go to the previous message
- Press **\*** for general help
- Press **7\*** for message command help
- Press **8\*** for mailbox command help

### To hear a specific message:

1. After logging in, press **86**
2. Press the **message number**
3. Press **#**

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### To delete a message:

1. While playing the message, press **76**

*Note:* If you have deleted a message in error, pressing 76 during the same session will restore the message.

### Express Messaging

An express message is when you leave a message for a person without placing the call first.

1. Log in to the voicemail system
  - From a campus telephone, dial 3113
  - From off campus, dial 315-781-3113
2. Enter the extension number of the person you want to contact

*Note:* You may use this action to leave the same message for several people at one time: enter each box number, then #, then an extra # to end the list.

3. Wait for the tone, then record.