

UNIVERSITY OF ILLINOIS
AT CHICAGO

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VOICE MAIL OPERATIONS INSTRUCTIONS

Voice Mail Telephone Number: (312) 413-9500

Voice Mailbox Number: (your 5-digit campus telephone extension)

Security Code: (your 7-digit identification code)

TO SET UP YOUR MAILBOX FOR THE FIRST TIME

1. Lift handset, dial 3-9500 (wait for beginning of the greeting), Press #
2. Enter your 5-digit campus telephone extension
3. Enter 7 zeros (**0000000**) Press #, (to clear the system's default security code)
4. Enter your **NEW** 7-digit security code, Press #
5. Re-enter your new 7-digit security code, Press # for system confirmation
6. Press 1 to record your **NAME RECORDING**
7. Press # when finished recording your name
8. Press # to save, or Press 1 to re-record your name recording
9. Press 1 to record your **PERSONAL GREETING**
10. Press # when finished recording your personal greeting
11. Press # to save, or press 1 to re-record your personal greeting
12. Press 9 twice (**9,9**) to exit your mailbox

NOTE: You must press 9 twice (9,9) to exit Voice Mail

**PLEASE RECORD A GREETING, NAME RECORDING, AND SECURITY CODE
WITHIN 10 DAYS TO AVOID DISCONNECTION**

VOICE MAIL OPERATIONS INSTRUCTIONS

Voice Mail Telephone Number: (312) 413-9500
Voice Mailbox Number: (your 5-digit campus telephone extension)
Security Code: (your 7-digit identification code)

1. TO ACCESS YOUR MAILBOX:

a. FROM YOUR CAMPUS TELEPHONE

- 1) Lift handset, dial 3-9500 (wait for beginning of the greeting)
- 2) Press # #
- 3) Enter your 7-digit security code

b. FROM ANOTHER CAMPUS TELEPHONE

- 1) Lift handset, dial 3-9500 (wait for the beginning of the greeting)
- 2) Press #
- 3) Enter your 5-digit campus telephone extension
- 4) Enter your 7-digit security code

c. FROM AN OFF-CAMPUS TELEPHONE

- 1) Lift handset, dial 312-413-9500 (wait for the beginning of the greeting)
- 2) Press #
- 3) Enter your 5-digit campus telephone extension
- 4) Enter your 7-digit security code

2. TO LISTEN TO MESSAGES

- a. Access your mailbox (use procedure 1a – from your office; 1b – from another on-campus telephone or 1c – off-campus telephone)
- b. Press 5 to Listen
- c. At any time while listening to the messages, you may press:
 - 2 to **B**ack up five seconds
 - 3 to **E**rase the message
 - 4 to **G**o ahead five seconds
 - 5 to **L**isten to the next message
 - 7 to **S**ave the message
 - 8 for the **T**ime and Date of the message
 - 13 to **F**orward the message back to where the message originated
 - 15 to **L**isten to the previous message
 - 17 to **R**eplay to the mailbox where the message originated
 - 18 for **V**olume adjustment
 - 22 to **B**ack up to the beginning
 - * to pause (and restart) message
 - # to return to “Ready”

NOTE: If you press 3 to erase in the middle of the message, you must press 5 to move on or the message will continue to play

3. TO MAKE A MESSAGE TO SEND TO CO-WORKERS

- a. Access your mailbox (procedure no. 1)
- b. Press 6 to **M**ake a message
- c. (hear beep) Record your message (press 2 2 to listen)
- d. Press # when finished recording
- e. Enter mailbox number(s) where message is to be sent
- f. Press # # to send the message

4. TO RE-RECORD YOUR PERSONAL GREETING

- a. Access your mailbox (procedure no. 1)
- b. Press 4 6 (**G**reeting, **M**ake)
- c. (hear beep) Record your new greeting
- d. Press # when finished
- e. Listen to new greeting by pressing 4 5 (**G**reeting, **L**isten)

5. TO CHANGE YOUR SECURITY CODE

- a. Access your mailbox (procedure no. 1)
- b. Press 1 6 2
- c. Enter your new security code (7 digits)
- d. Press #
- e. Re-enter new security code to confirm
- f. Press #

6. AUTO-COPY MESSAGES (Full-featured mailboxes only)

“TO SET UP AUTO-COPY ON YOUR MAILBOX”

- a. Access your mailbox (procedure no. 1)
- b. Press 1 6 4
- c. Enter mailbox number where you want all of your new messages to copy

“TO CANCEL AUTO-COPY ON YOUR MAILBOX”

- a. Access your mailbox (procedure no. 1)
- b. Press 1 6 4
- c. Press *

7. TO RE-RECORD YOUR NAME RECORDING

- a. Access your mailbox (procedure no. 1)
- b. Press 1 6 8
- c. (hear beep) Record your Name and/or Department Name
- d. Press #

REMINDER: Press 9,9 to exit your mailbox correctly