

## HARVARD UNIVERSITY

### VOICE MAIL SYSTEM GUIDE

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## ABOUT YOUR VOICE MAILBOX

### Standard Mailbox

- Greeting Length - 45 secs
- Recorded Name Length – 20 secs
- Message Length – 6 min
- Number of Private Lists – 15

### HELPFUL TERMS

**Call handler** – the name for specialty mailboxes such as Menu, Listen-Only, Auto Attendant and Dial by Name.

**Alternate greeting** - any greeting other than your main greeting (which is now referred to as the 'standard greeting' on the new voice mail system). For example an extended absence greeting is now an alternate greeting.

**PIN** - your password

**Greetings administrator** - someone in the voice mail system that has permissions to create greetings on menu, listen only, bulletin, system distribution and other specialty mail box applications.

### GETTING STARTED

#### Reaching Your Mailbox

From your own telephone:

- Press the Messages button

- Enter your PIN (*password*), followed by # (*if you have a pseudo mailbox, you will need to press \* first and enter your mailbox ID# before entering your password*) (**Default PIN 163615**)

From any non-Harvard telephone:

- Dial 617-998-3999
- Press \* if calling from a non-Harvard number (e.g. cell phone)
- Enter your ID# (*5-digit extension or pseudo*), followed by #
- Enter your PIN, followed by #

### Listening to Your Messages

- **Press 1** to listen to new messages.
- To skip a message, **press #**
- To review old messages, **press 3** at the Main Menu

### Action to Take After Listening to Your Messages

- To reply to a message, **press 8**
- To forward a copy of the message to another voice mail user, **press 6**. (*You cannot forward messages marked private.*)
- To repeat your message, **press 4**
- To save the message, **press 9** (*Please see note at the end of booklet.*)
- To delete the message, **press 7** (*message cannot be retrieved once deleted*)

### Retrieving a Message Marked for Deletion

- From the Main Menu, **Press 3** for old messages.

- **Press 2** for deleted messages (messages marked for deletion).
- **Press 1** to review, then **Press 9** to restore as saved (or **Press ##** to restore as new)
- **Press 2** to permanently erase

### Playback Controls

While listening to a message you can perform the following:

- **Pressing 1** rewinds
- **Pressing 2** pauses/un-pauses the message
- **Pressing 3** fast forwards
- **Pressing 3,3** fast forwards to the end
- **Pressing 4** slows the playback
- **Pressing 5** plays message properties
- **Pressing 6** speeds up the playback
- **Pressing 7** decreases volume
- **Pressing 8** resets volume
- **Pressing 9** increases volume

### Sending and Replying to Voice Messages

To create a message:

- From the Main Menu, **press 2**
- Record your message

- When you are finished recording, **press #**
- Enter the recipient's mailbox ID and **press # OR press #, #** to switch to spell the recipient's name (last name, first name)
- Confirm recipient's name, **press #**
- To send immediately, **press #**
- You can press \* at any time to cancel and back up a level
- You can re-record your message, **press 6**
- You can mark a message urgent, **press 1**
- You can mark a message private, **press 3**
- You can send a copy to yourself, **press 9,5**

- For message delivery confirmation/return receipt, **press 2** again
- For future delivery, **press 4** and follow the prompts

To reply to a message you received from another subscriber:

- At the end of the message, **press 8**
- Finish recording, **press #**
- To send your message, **press #**

To forward a message you received to another subscriber:

- At the end of the message, **press 6**
- Record your introduction, finish by **pressing #**
- Enter the recipient's mailbox ID and **press # OR press #, #** to switch to spell the recipient's name (last name, first name)
- Confirm recipient's name, **press #**
- To send immediately, **press #**

To specify delivery options:

- To mark your message private, **press 3** (*message cannot be forwarded by the recipient*)
- To mark your message urgent, **press 2** (*message will be heard first*)

## CHANGING YOUR PIN

You are urged to change your password frequently to protect the privacy of your mailbox and the security of the system. It is strongly recommended that you change your password to be at least 6 digits and follow the Non-Trivial Password Rules (below).

Non-Trivial Rules relate to the sequencing of digits as part of a password. Use of Non Trivial Rules eliminates digit combinations that can be easily 'guessed' by a hacker trying to gain access to a voice mail box.

Non-Trivial Rules are as follows:

- The password cannot contain your primary extension or its reverse.
- The password must contain at least three different digits.
- The digits cannot all be consecutive in ascending or descending order (for example, 12345 or 54321).
- A digit cannot be used more than two times consecutively (for example, 14777).
- The password cannot contain repeated groups of three or more digits (for example, 408510408).
- The password cannot be a numeric representation of your first or last name, or the combination of your first and last names. (For example, if your name is John Doe, you could not use a numeric representation of johnd, johndoe, jdoe, doe.)

## RECORDING PERSONAL GREETINGS

To record your own standard Personal Greeting, from the Main Menu:

- **Press 4** for Setup options
- **Press 1** for Greetings
- **Press 3** to Edit Other Greetings
- **Press 1** to edit your Standard Greeting

To record an extended absence/vacation greeting:

- **Press 4** for Setup options
- **Press 1** for Greetings
- **Press 3** to Edit Other Greetings
- **Press 3** to edit your Alternate Greeting *(do not record a Holiday greeting – the system wide default will not allow holiday greetings to ever play)*

## CHANGING PROMPT LEVELS

To change the detail level of the system prompts, from the Main Menu:

- **Press 4** for Setup options
- **Press 2** for Message settings
- **Press 3** for Menu style (full or brief)

## PRIVATE LISTS

When you need to send the same message to a group of people regularly, private lists can save you time. Messages can be sent to all members of the list using a 2-digit destination number. You can create new private lists, delete lists, or review/modify existing lists.

### Steps to create a Private List

After logging into your mailbox:

- **Press 4** for Setup options
- **Press 2** for Message settings
- **Press 4** for Private list
- **Press 2** for Change names (*this is where you will also create a new list*)
- Assign a number to the list you want to create (1-15) followed by **#**
- **Press 1** to add name
- You can switch between name entry and number entry by **pressing #, #**
- When all the names are added, **press \*** to stop adding names
- You can record a name for your private list by **pressing 3** (*recommendation – record a name with the list number in the name; the system will stop identifying lists by number once a recording has been made, but you need the list number to key in for changes*)

### To send a message to one of your private lists:

- **Press 2** to send a message from the Main Menu
- Record your message, **press #**
- **Press #, #** for number entry
- Key in the number of the list you want to send messages to (1-15)
- **Press #** to confirm
- **Press #** to send immediately

### To edit an existing private list:

- **Press 4** for Setup Options from the Main Menu
- **Press 2** for Message Settings
- **Press 4** for Private List
- **Press 2** for Change Names
- Key in the number of the list you want to edit (1-15), followed by **#**
- **Press 1** to add a name
- **Press 2** to review names or delete names

## OUTCALLING NOTIFICATION

You can program your voice mailbox to send a notification to another phone number in case you are away from the office and need to be reached.

- **Press 4** for Setup options from the Main Menu
- **Press 2** for Message Settings
- **Press 1** to Change message notification
- **Note:** To use outcalling notification to any non-Harvard number, you must program 9 + 1 + area code + number. Do not use the one-second delay.

## GENERAL TIPS

Your voice mail ID# is your 5-digit extension unless a specific ID# was assigned to you.

You can **press \*** at any time to cancel/back up a step

You can **press #** to skip or confirm

You can **press 0** at any time for help

If you do not mark a message for deletion or for saving, and leave the message in the new status, the message waiting indicator will stay on.

Do not archive messages for long term in the save folder. After 14 days, saved messages will go into a deleted state for 2 days and can be retrieved manually retrieved if necessary. After the 2 days, the system will purge the messages marked for deletion. If you need to archive messages for long term, please sign up for **Message Delivery** (voice mail to email conversion) by notifying [huit-telecom@harvard.edu](mailto:huit-telecom@harvard.edu) (HUIT Telecom will need your mailbox ID number and your email address).

If you cannot remember your PIN, notify your authorized department contact that you need it reset.