



Voice Mail Information and Instructions for Students

**It is important to read this information carefully
before you follow the Setup Instructions!**

Overview.....	1
Setup Instructions.....	2
Step 1 – Access your Mailbox – for the first time	2
Step 2 – Change the Security Code	2
Step 3 – Record a Name for the Mailbox.....	3
Step 4 – Record the Personal Greeting	3
Sending calls to your Voice Mailbox	4
To listen to a Voice Mail Message.....	4
Quick Reference Sheet (when using a Tone Dial phone).....	6

Overview

- **CallXpress™ Voice Mail** is the "standard voice message service" used by USQ..
- After you are registered as a **Voice Mail User**, your telephone extension becomes your **Voice Mailbox**.
- You can access your mailbox from any tone dial phone if you wish
- The system is **Security Code** and **Password Protected** as you will be required to use a Security Code on the phone.
- You will automatically have **24 hour Mailbox Access**.
- Once your telephone extension is enabled as a Voice Mail User, you should set up your Voice Mailbox to ensure the let the caller know they have the correct number. **Your phone is already set to divert to Voicemail on 'no-answer' and 'busy'**. Setting up your Mailbox consists of the following 5 steps:
 - 1 Access your Subscriber Mailbox
 - 2 Change the Default **Security Code**
 - 3 Record **your** name to identify your Mailbox
 - 4 Record a **Personal Greeting** for your Mailbox
- Your use of the Voicemail system is covered by the standard **USQ 'Acceptable Use' Policies** as listed here: <http://www.usq.edu.au/corporateservices/calendar/part10.htm>



It is important that you set your Security Code as soon as possible after your voicemail is activated to prevent unauthorised use of your mailbox.



Protect your Voice Mail Security Code the same as you would your ATM PIN number, ie:
Avoid "logical" security codes like "123456" or your phone number in reverse, etc.
Memorise your security code. Do not write it down.
Change your security code from time to time.
DO NOT give your security code to anyone else.

If you forget your Voice Mail security code, it cannot be retrieved and must be reset. To do this you must go the ITS **Student Help Desk** in the K1 labs in person, **with identification**. Changes will not be done over the phone. Your security code will then be set back to the default '00000'. You must then connect to your voicemail box and enter a new code as per Step 2 below. Mailboxes left with the default code will be set to a random number, effectively disabling access to messages.



Cancel the present option; return to the previous menu



Help – lists all options available for the current feature

Setup Instructions



Before you start it is recommended that you:

Write down what you wish to record as your Personal Greeting.

Sample greeting:

"Hello, this is [first name, last name]. I'm sorry I can't take your call at the moment. I'm either on another call or out on the town. You can leave me your name, phone number and a short message after the tone. Thank you."

Step 1 – Access your Mailbox – for the first time

- 1 Press the 'msgs' button on your phone.
- 2 Next, when prompted, enter the **Default Security Code** of **00000** (ie, 5 zeros).
- 3 Go to **Step 2 – Change the Security Code**

Step 2 – Change the Security Code

- 4 **Press 3** to access the **Phone Manager Menu**.
- 5 **Press 1** to access the **Personal Options**.
- 6 **Press 4** to change your **Security Code**.
- 7 When prompted, enter a **new numeric security code** followed by a # sign. (**Minimum 5 digits**.)
- 8 CallXpress™ will ask you to repeat the code that you have just entered for confirmation. If the change fails, you must repeat from Item 7 above.
- 9 Go to **Step 3 – Record a Name**.



Cancel the present option; return to the previous menu



Help – lists all options available for the current feature

Step 3 – Record a Name for the Mailbox

At this point, you will still be in the Personal Options menu.

- 10 **Press 5** to record your name.
- 11 **Press 2** to start recording.
- 12 **Press 2** to stop recording.
- 13 At this point, you will hear the following choice of prompts:
 - **press 6** to review your recorded name
 - **press 4** to discard your recorded name and start again
 - **press * to cancel and exit** this menu.
- 14 When satisfied with the recording, **press 5** to save it.
- 15 Go to **Step 4 – Record the Greeting**

Step 4 – Record the Personal Greeting



To allow for STD or international callers, when recording your greeting, always **pause** momentarily at the beginning of your recording.

At this point, you will still be in the Personal Options menu.

- 16 **Press 3** to Record a Personal Greeting.
- 17 **Press 2** to start recording.
- 18 **Pause** briefly before speaking.
- 19 **Pause** briefly again at the end of the greeting.
- 20 **Press 2** to stop recording.
- 21 At this point, you will hear the following choice of prompts:
 - **press 6** to review your recorded greeting
 - **press 4** to discard your recorded greeting and start again
 - **press * to cancel and exit** this menu.
- 22 When satisfied with the recording, **press 5** to save it.
- 23 You have now finished the setup of you voicemail. Press ***** four times to exit.



Always keep your greeting as current as possible.



Cancel the present option; return to the previous menu



Help – lists all options available for the current feature

Sending calls to your Voice Mailbox

Your phone is automatically redirected to your Voice Mailbox for all calls that are not answered and when you are on another call. This cannot be disabled from the phone.

When you have received a new message, the **red light** on the top of the handset will be illuminated.

To listen to a Voice Mail Message



Check your messages frequently and act on them promptly. (Voice Mail is meant to improve communications, not reduce them!)

Voice Mail messages are stored on a server – not on your computer's hard disk! These messages can be stored for up to **16 days**, eg if you are on leave.

CallXpress can store/record Voice Mail messages of up to **5 minutes** in length.

- 1 On the **Cisco IP Phone** simply **Press** the '**msgs**' button to connect to the VoiceMail Server.
(This is for your bedroom phone. If calling from a another phone or from outside of the University, call ext 2200 or 07 46312200. At this point you will have different options depending on where the call is coming from, eg.

Another College IP Phone: Press * to enter a different mailbox number

Outside call: Press # to enter your mailbox number.)

- 2 When prompted for your numeric **Security Code**
- 3 If you code was accepted, you may now follow the prompts and listen to your messages.

At this point you may listen to the messages 'handsfree' or pickup the handset for privacy.

The options available are summarised on the '**Quick Reference Sheet**' at the end of this document



Cancel the present option; return to the previous menu



Help – lists all options available for the current feature

Notes



Cancel the present option; return to the previous menu



Help – lists all options available for the current feature

Quick Reference Sheet (when using a Tone Dial phone)

Access your Voice Mailbox:

Interstate Off-campus On-campus
 ↓ ↓ ↓
0 7 4 6 3 1 2 2 0 0 for Voice Mail
□ □ □ □ (ie, your Voice Mailbox Number)
 Enter your Security Code **□ □ □ □ □**

Menu 1 - Listen to Messages:

1 New Messages

* If you haven't received any Voice Messages, you will not be prompted to listen to any.


Options during Playback:

- | | |
|---------------------------|-------------------------------|
| 1 Start/Stop | 6 Review |
| 2 Forward | 7 Skip to next message |
| 3 Backup 5 seconds | 8 Reply |
| 4 Discard | 9 Advance 5 seconds |
| 5 Save | |

 If a message has completed playing, then options **1** and **9** are not valid. During playback, if the user presses **4** to delete the message, a confirmation will be requested. Remember, deleting messages through the phone is permanent!

Menu 2 - Record and Send a Message:

- 2** To Record and Send a Message
- 2** To Start/Stop recording
- 4** Discard
- 5** Send
- 6** Review

- 0** Message Routing Options
-  **1** Specify future delivery
- 2** Set Message Priority

Menu 3 - Phone Manager for Personal Options:

To Record a New Personal Greeting:

- 3** Phone Manager
- 1** Personal Options
- 3** Record a Personal Greeting
- 2** Start Recording
- 2** Stop Recording

- 6** Review your Greeting
- 4** Discard your Greeting and start over
- *** Cancel
- 5** Save your Greeting

To Change your Security Code:

- 3** Phone Manager
- 1** Personal Options
- 4** Change your Security Code

(You will be prompted to end new code with **#**)

- 1** If code is correct
- 9** If code is incorrect

To Record your Mailbox Name:

- 3** Phone Manager
- 1** Personal Options
- 5** Record your Mailbox Name

- 2** Start Recording
- 2** Stop Recording
- 6** Review the Name
- 4** Discard the Name and start over
- 5** Save the Name

***** Cancel the present option; return to the previous menu

Help – lists all options available for the current feature