DRAFT
VoiceRite Telephone User Interface Guide

A reference guide for Marist’s new voice messaging system
What is Unified Messaging?
Unified Messaging (UM) is a voice messaging system that allows users to send and receive voice messages via telephone or email. This reference guide was designed to help access and use the new Marist voice messaging system. The system integrates your voicemail with email making it a unified approach to message handling. The new voice messaging system does not change the way your telephone operates, such as making, receiving, and transferring calls or call forwarding. The new UM system only replaces the PhoneMail system.

Accessing the System

1. To Access the Main Menu of the Voice Messaging System
   ✓ On-campus dial ext. 4500
      Or
   ✓ Off-campus dial 845-575-4500
   ✓ Enter the mail box number (the four digit telephone extension) followed by the # sign
   ✓ Enter the numeric password followed by the # sign
     ▪ Note - when accessing the system for the first time, you will receive an email with your temporary password.
     ▪ Immediately upon using the system, you will be required to create a new password.
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- Note – you will not be able to access the voice messaging system if you do not change your temporary password.
- Passwords must be 4 to 8 digits and may not be part of your social security number or telephone number. Try to create a numeric password that is easy to remember, but not obvious for others to guess such as your birth date. More importantly, never share your password with anyone including students, faculty, staff, or Information Technology staff.

Working with the Voice Messaging System

1. Listening to Messages (Receive a Message)
   ✓ On-campus dial 4500 to access Main Menu of the Voice Messaging System
   ✓ Enter the mailbox number followed by the # sign
   ✓ Enter the numeric password followed by the # sign
   ✓ Press 1 in the Main Menu to access messages
     Or
   ✓ Off-campus dial 845-575-4500 to access Main Menu of the Voice Messaging System
   ✓ Enter the mailbox number followed by the # sign
   ✓ Enter the numeric password followed by the # sign
   ✓ Press 1 in the Main Menu to access messages
     Or
   ✓ If currently in the Main Menu Press 1 to access messages

2. Changing the Volume
   ✓ While listening to the message
     ▪ Press 2 to increase the volume
     ▪ Press 5 to decrease the volume

3. Changing the Speed
   ✓ While listening to the message
     ▪ Press 6 to increase the speed
     ▪ Press 4 to decrease the speed
4. Pausing a Message
   - While listening to the message
     ▪ Press 8 to pause the message
     ▪ Press 8 again to resume listening to the message

5. To Skip Backward and Forward
   - While listening to the message
     ▪ Press 7 to reverse the message
     ▪ Press 9 to skip forward
     ▪ Press # to stop the message
     ▪ Press *7 to go back to the Main Menu

6. Deleting a Message
   - While listening to the message
     ▪ Press 3 to delete the message

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**Main Menu**

**Press 1**
Work with your Messages

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**While Listening to a Message**

<table>
<thead>
<tr>
<th>1 Listen Again</th>
<th>2 Louder</th>
<th>3 Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 Slower</td>
<td>5 Quieter</td>
<td>6 Faster</td>
</tr>
<tr>
<td>7 Skip back</td>
<td>8 Pause</td>
<td>9 Skip forward</td>
</tr>
<tr>
<td>*7 Main Menu</td>
<td>*0 Help</td>
<td># Stop</td>
</tr>
</tbody>
</table>

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7. After Listening to a Message
   - Press 1 to listen to the message again
   - Press 2 to save the message
   - Press 3 to delete the message
   - Press 9 to listen to the last 9 seconds of the message

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**Main Menu**

**Press 1**
Work with your Messages

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**After Listening to a Message**

<table>
<thead>
<tr>
<th>1 Listen again</th>
<th>2 Save</th>
<th>3 Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 Reply</td>
<td>5 Forward</td>
<td>6 Call (Sender)</td>
</tr>
<tr>
<td>8 Play header</td>
<td>9 Last 9 secs</td>
<td># Next message</td>
</tr>
<tr>
<td>*7 Return to Main Menu</td>
<td>*0 Help</td>
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</tbody>
</table>
Recording Messages

1. Sending a Recorded Message
   ✓ On-campus dial 4500 to access Main Menu of the Voice Messaging System
   ✓ Enter the mailbox number followed by the # sign
   ✓ Enter the numeric password followed by the # sign
   ✓ Press 2 in the Main Menu to record a message
      Or
   ✓ Off-campus dial 845-575-4500 to access Main Menu of the Voice Messaging System
   ✓ Enter the mailbox number followed by the # sign
   ✓ Enter the numeric password followed by the # sign
   ✓ Press 2 in the Main Menu to record a message
      Or
   ✓ If currently in the Main Menu Press 2 to record a message

   ✓ Record the message
   ✓ Press 1 to enter the extension of the recipient or distribution list number
      ▪ Note - see page 8 for distribution list setup
      Or
   ✓ Press 2 to enter the recipient’s name

2. Changing a Message After you Record
   ✓ After you press #, choose from the following options
      ▪ Press 1 to listen to message
      ▪ Press 2 to send message now
      ▪ Press 4 to re-record the message
      ▪ Press 5 to change addressee
      ▪ Press 6 to add a comment to the message
      ▪ Press 7 to cancel the message
      Or
      ▪ Press 8 for delivery options
Creating a Greeting

1. Accessing the Personal Greeting
   ✓ On-campus dial 4500 to access Main Menu of the Voice Messaging System
   ✓ Enter the mailbox number followed by the # sign
   ✓ Enter the numeric password followed by the # sign
   ✓ Press 3 in the Main Menu to access the personal greeting
      Or
   ✓ Off-campus dial 845-575-4500 to access Main Menu of the Voice Messaging System
   ✓ Enter the mailbox number followed by the # sign
   ✓ Enter the numeric password followed by the # sign
   ✓ Press 3 in the main menu to access your personal greeting
      Or
   ✓ If currently in the Main Menu press 3 to access your personal greeting

   ✓ Press 1 to listen to the current greeting
      ▪ Note - when accessing your greeting for the first time you will be prompted to record a greeting. This will be the greeting that will play when you are available and working in the office.
   ✓ Press 2 to re-record the greeting
   ✓ Press 3 to delete the current greeting and default to the system default (activate the system default greeting)

   ✓ Press 4 to activate a different greeting
      ▪ When choosing to activate a different greeting you will be prompted to record a greeting
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- Press 2 for the greeting which will play when available but working away from the office
- Press 3 for the greeting that plays when unavailable or on the telephone
- Press 4 for the greeting that plays when you have left the office for the day
- Press 6 to record a greeting header such as, Marist College
- Press 7 to Return to previous menu
- Press 8 to activate the default system greeting, which plays your recorded audio name with a system greeting

Main Menu

Press 3
Work with your Greetings

1. Listen to Current Greeting
2. Re-record greeting
3. Delete
4. Activate different greeting
7. Return to Main Menu

1. Available and working in the office
2. Available but working away from office
3. Unavailable
4. Left for the day
6. Greeting header
7. Return to previous menu
8. Message Default Greeting

Working with Personal UM Options
The new messaging system enables users to receive messages via voicemail and/or email. Integrating voicemail with email allows easier access to voice messages. In order to use the system to its fullest capabilities you can create preferences for how you would like to send and receive voice messages whether via email or voicemail. Here are some of the personal options available with UM.

1. Accessing Personal Options
   - On-campus dial 4500 to access Main Menu of the Voice Messaging System
   - Enter the mail box number followed by the # sign
   - Enter the numeric password followed by the # sign
Press 4 in the Main Menu to access Personal Options
Or
Off-campus dial 845-575-4500 to access system Main Menu of the Voice Messaging System
Enter the mail box number followed by the # sign
Enter the numeric password followed by the # sign
Press 4 in the Main Menu to access Personal Options
Or
If currently in the Main Menu press 4 to access Personal Options

2. Personal Distribution Lists
   While in Personal Options
   - Press 1 for your distribution lists
   - Follow the prompts for changing your distribution list
   - Press 1 to review your distribution list
   - Press 2 to create a new list
   - Press 3 to delete a distribution list
   - Press 4 to work with your distribution list
   - Press 7 to return to the main menu

Write the names of the people on your distribution list below

<table>
<thead>
<tr>
<th>List #</th>
<th>Extension Name</th>
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3. Change your Email Preferences
   While in Personal Options
   - Press 2 to change your email delivery

4. Change your Password
   While in Personal Options
   - Press 3 to change your password and follow the prompts
5. Change your Notification Schedules
   ✓ While in Personal Options
     ▪ Press 4 to change your notification schedule and follow the prompts for available schedules

6. The Notice Board
   The Notice Board allows you to notify callers that you have additional information to communicate to them. When the user receives your message they will be prompted to hear that information. For example, you may want to record a message on the Notice Board that a class assignment is due, or there will be a quiz on the assigned course material.
   ✓ Adding a message to the Notice Board
     ▪ While in Personal Options
       o Press 4
       o Press 5 for the Notice Board
       o Press 2 to record a message for your Notice Board
       o Press 7 to return to the previous menu

7. Record your Audio Name
   ✓ On-campus dial 4500 to access Main Menu of the Voice Messaging System
   ✓ Enter the mail box number followed by the # sign
   ✓ Enter the numeric password followed by the # sign
   ✓ Press 4 in the Main Menu to access Personal Options
     Or
   ✓ Off-campus dial 845-575-4500 to access system Main Menu of the Voice Messaging System
   ✓ Enter the mail box number followed by the # sign
   ✓ Enter the numeric password followed by the # sign
   ✓ Press 4 in the Main Menu to access Personal Options
     Or
   ✓ If currently in the Main Menu press 4 to access Personal Options

   ✓ Press 6 to record your audio name
   ✓ Follow the prompts to record your name
Working with Call Handling Options and Outgoing Mail

- On-campus dial 4500 to access Main Menu of the Voice Messaging System
- Enter the mail box number followed by the # sign
- Enter the numeric password followed by the # sign
- Press 5 in the Main Menu to access Call Handling Options and Outgoing Mail
  Or
- Off-campus dial 845-575-4500 to access system Main Menu of the Voice Messaging System
- Enter the mail box number followed by the # sign
- Enter the numeric password followed by the # sign
- Press 5 in the Main Menu to access Call Handling Options and Outgoing Mail
  Or
- If currently in the Main Menu press 5 to access Call Handling Options and Outgoing Mail

- Press 2 to set your assistant number
- Press 4 to work with your outgoing mail preferences
- Press 8 to work with your deleted messages
- Press 7 to return to the main menu
Leaving a Message when Voice Mail Answers Your Call

1. When Voice Mail answers the extension you are calling
   ✓ Wait for the tone and then leave a message
   ✓ Press 1 to skip the greeting of the person you called to go directly to the tone
   ✓ Press # for more options after recording message

Quick Tips

1. Programming Your “MSG WTG” Button
   ✓ Pick up your handset to get dial tone
   ✓ Dial ## 3 0 4500 and then hang up
2. To forward your phone to voicemail
   ✓ Press #9 3888 to send a caller directly to voicemail
   ✓ Press ##9 to set back to normal
   ✓ When your phone is forwarded to voicemail it will not ring and the red light will blink rapidly
3. Recommendation - use your handset when recording your name and greeting to cut down on background noise
4. It is normal to hear a short burst of dial tone at the end of a callers message
5. Password can only be numeric, 4-8 digits long
6. Set an assistant number – it can be your back-up, or a department administrative assistant
7. Never leave confidential messages on voicemail
8. Messages marked “Private” cannot be forwarded
9. There will be some functions that are not allowed by the system administrator at this time
10. Delete all old ROLM phonemail and forwarded messages that are in your mailbox to turn off the message waiting lamp.