**INITIAL SET UP**

To Program Security Code
- Dial 6-7777
- Voice will ask for security code, enter default code 88003
- Interrupt greeting, press 1 6 1 4
- Follow prompts to enter your new security code (between 4 - 15 digits that you will remember)

To Program Security Code From Another Phone To Your Assigned Phone Number
- Dial 6-7777 from another on campus phone
- When automated voice comes on, Press * then # to interrupt greeting
- Enter last 5 digits of campus phone number ie: 6-xxxx
- (If dialing from off campus dial 646-7777)
- When automated voice comes on, Press # to interrupt greeting
- Enter default security code 88003
- Interrupt greeting, press 1 6 1 4
- Follow prompts to enter new security code (between 4-15 digits that you will remember)

To change Voice Mail Security Code
- Dial 6-7777 (off campus dial 646-7777)
- Enter current security code
- Press 1 6 1 4
- Enter current security code
- Press prompts

To Record OR Change Your Name
- Dial 6-7777
- Enter your security code
- Press 1 6 1 5
- Follow the prompts to save

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**BASIC VOICE MAIL SERVICE USER GUIDE**

**To Listen AND Record A Standard Greeting**
- Dial 6-7777
- Enter your security code
- Interrupt greeting,
- Press 1 6 1 2
- Follow prompts to listen to your current greeting and/or make changes

**To Record Your Personal Greeting**
- Dial 6-7777
- Enter your security code
- Press 4 6
- Follow prompts to record your greeting

From another phone
- Dial 6-7777
- Press # to interrupt greeting
- Enter last 5 digits of campus phone number ie: 6-xxxx
- Enter security code
- Follow prompts to record your greeting
- Follow same steps to change personal greeting

**To Retrieve Message(s)**
When there is a message left in mailbox, a stuttering dial tone will be heard and/or message waiting light will blink
- Dial 6-7777 (if off campus dial 646-7777)
- If calling from your dept phone, upon request, enter security code. If calling from another phone, press * then # enter last 5 digits of mailbox, enter security code
- Press 5 to hear messages
- Press 3 to delete message
- Press 5 to listen to next message
- After listening to all messages, Press 9
- To exit your mailbox, Press 9 again

**To Retrieve Saved Messages**
- Dial 6-7777
- Enter your security code
- Press 1 9 2
- Follow prompts

**To Retrieve Saved Messages From Old System and Forward to New System**
- Dial old voice mail system 6-9999
- Enter security code
- Press 1 9 2 for saved messages
- While listening to desired messages, Press 1 3, to forward message
- When Prompted, enter 1 2 3 + last 5 digits of your extension + #
- (Alamogordo campus enter 123 + last 4 digits of Alamo ext. + #)
- Press # again to record comments
- Press # again to end recording
- Press # to send message to new voice mail

• Repeat steps to continue forwarding messages
• To end session, hang up

**NOTE:** 1-2 minute delay in retrieving messages in new system.
*Confirm messages have been forwarded to new voice mail system

**BEFORE erasing messages from the old voice mail system**

**After Recording and Addressing a Message**
- Mark the message private # 4
- Mark the message urgent # 6
- Request a return receipt # 1
- Request future delivery # 5

**After Listening To A Message**
- Pause or resume *
- Call Message Sender 1 4
  (local calls only)
- Forward Message 1 3
- Reply to Message 1 7
- Back up while listening 2
- Return to Beginning Of Message 2 2
- Advance forward 5 seconds 4
- Save Message 7
- Hear Date/Time Of Message 8

**To bypass voice mail greeting when calling another on campus extension**
- Press #
- Record your message