

**MCLA**  
**Faculty/Staff**  
**Voicemail System Instructions (AD-64)**

**To set up or activate your voicemail:**

From your personal extension:

- a. Dial 5101
- b. Type in 9 plus extension#
- c. Follow tutorial directions.
- d. Set up greeting, name and security code(passcode), register option to be included in directory

From off-campus:

- a. Dial 413-662-5101
- b. Type in 9 plus extension(personal ID#)
- c. Type in security code (passcode)
- d. Follow tutorial directions.

Access voicemail from your personal extension:

- a. Dial 5101, type in security code

Access voicemail if you share an extension(tree) or from another extension:

- a. Dial 5101
- b. Press #
- c. Type in 9plus voicemail box #
- d. Type in security code.

**Tips to Remember: 1 for Yes 2 for No \* for Main Menu # for Previous Menu/Backout**

**Shortcut features:**

1. **Fwd directly into a voicemail box.**
  - a. Press the TRF button
  - b. Dial 5101, listen for main menu, then
  - c. Dial extension # , then press 1
  - d. Hang up.
2. **To get to main menu from any extension.**
  - a. Dial 5101
  - b. Press #
  - c. Use college directory options to connect to other Exts.
3. **To retrieve a caller out of TRF voicemail, Press 3 \* \***
4. **To exit out of a voicemail quickly, Press # at start of recording.**
5. **To skip directly to hear messages, Press 4.**
6. **To skip greetings to leave a message, Press \* .**
7. **To fast delete messages, Press 3 6**

**General Menu:**

- a. 4 Reply to message
- b. # Back a menu
- c. 4 New Messages
- d. 5 Leave a message for another Ext.
- e. 6 Old messages
- f. 7 Set up options

**Reviewing and Replying to messages:**

- a. \* Main Menu
- b. 5 Next message
- c. 6 Delete
- d. 7 Archive (Save)
- e. 8 Time stamp
- f. 9 Redirect message
- g. 0 Save as a New message
- h. # Repeat message