

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

To set up or activate your voicemail:

From your personal extension:

- a. Dial 5101
- b. Press 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 or another extension:

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

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

Access voicemail from your personal extension:

- a. Dial 5101, type in security code

Access voicemail if you share an extension(tree):

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

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