Voicemail Instructions

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Initialize Your Voice Mailbox

Before your voice mailbox can accept messages, you must program it with your name, personal greeting, and security passcode:

- From any campus telephone, dial 9 and 879.1500. If you are calling from off campus, simply dial 879.1500. If you are calling from outside the area code, dial 253.879.1500.
- You will hear this greeting: "Welcome to the Message Center. Please enter a mailbox number or wait. Press 9 * to dial by name."
- Enter your voice mailbox number (not your campus mailbox number).
- Press the star (*) key before the voice mail system completes the following statement: "I am sorry but the person you called did not activate the voice messaging service. Please try again later."
- Voice mail will greet you again: "Hello, please enter your passcode."
- Enter the four-digit temporary passcode 1234.
- Follow the tutorial to its completion and exit the system when instructed to ensure your greeting and passcode have been saved.

You will need the passcode you have created to access your voice mail in the future and must retain it for your records. Telephone Services does not have access to your passcode.

Play and Manage Messages

- Dial 9 and 879.1500.
- Enter your mailbox number and press the star (*) key.
- Enter your passcode.
- Press 7 to play a message. Any urgent messages will play first.
- Press 2 to answer the person who sent the message.
• Press 3 to discard a message. Discarded messages can be retrieved by immediately pressing the * key.

• Press 4 to give the message to another mailbox.

• Press 5 to keep the message for up to 14 days from the time it was received.

• Press 6 to make a message. Enter intended mailbox number(s). When you are finished entering all mailboxes, press # and record the message.

• Press 9 to exit the system.

Set User Options

The user options menu allows you to change your greetings, record your name, define your passcode after the initial setup, create distribution lists, select call scheduling, and listen to the user tutorial.

• Press 8 to access user options.

• Press 4 to change your greeting.

• Press 6 to re-record your name.

• Press 7 to change your passcode.

• Press 8 to go through the user tutorial again.

• Press 9 to exit the user options menu.

Reset Forgotten Voicemail Passcode

If the system says you have entered an incorrect passcode, try the passcode one more time. If it still does not work, hang up and try again from the beginning, ensuring you're entering the correct mailbox number.

If you cannot remember your passcode and need it reset, please submit a Telephone Service Request Form.