

San Joaquin Delta College Message Center

VOICEMAIL USER & LOGIN DIRECTIONS

Welcome

Our new voicemail system is called the Message Center. If you are accessing your voicemail for the first time since we changed over to the new system (July 21, 2004), you will enter the system using a default (temporary) passcode of 1234. Once you are inside your mailbox, the system will prompt you through a tutorial to do the following:

- Change your passcode
- Record a greeting
- Record your name

NOTE: Be sure to listen to the entire tutorial before hanging up or your mailbox setup will not be completed.

Accessing Voice Mail/Message Center

Reminder: If this is the first time that you have logged into voicemail since we changed to the new system, you must use passcode 1234 to get into the system. Once you are in your mailbox, it will prompt you to change your passcode, greeting, and name.

- From your desk, dial **8**:
 1. Enter your passcode when prompted.
- From another desk, dial **5885** for voicemail. You will hear the general college greeting, which begins, “Thank you for calling San Joaquin Delta College...” As soon as you hear that greeting:
 1. Press the star (*) key
Note: If you are calling from another desk that is not setup with voicemail, you may need to dial 8 first to access the Message Center.
 2. Enter your four digit mailbox number (example: 5054)
 3. Press the star (*) key, again, **immediately** after your extension number.
 4. Enter your passcode when prompted.
- From off-campus dial **(209) 954-5885**. You will hear the general college greeting, which begins, “Thank you for calling San Joaquin Delta College...” As soon as you hear that greeting:
 1. Press **8** and, after a pause, you will hear “Welcome to the Message Center”
 2. Enter your four digit mailbox number (example: 5054)
 3. Press the star (*) key, **immediately** after your extension number.
 4. Enter your passcode when prompted.

Setting Up Your Voicemail

To change settings in your voicemail, you must enter your voicemail, using your passcode, and then press 8 for User Options:

- To change your passcode: Enter **8** (**U** key) for **U**ser Options, Enter **7** (**P** key) for **P**asscode.
- To record your Greeting: Enter **8** (**U** key) for **U**ser Options, Enter **4** (**G** key) for **G**reeting.
- To record your Name: Enter **8** (**U** key) for **U**ser Options, Enter **6** (**N** key) for **N**ame.
- To End Recording: Press **#** for more options.
- To Save and Exit: Enter **9** (**X** key) for **E**XIT.

Playing Messages

After you have logged into your mailbox with your passcode, the voicemail system will inform you how many messages you have.

Press 7 (**P** key) to **Play** each message.

- While listening you have the following options:
 - Press * (star) key to rewind while listening to a message
 - Press 1 to Pause (press any key to restart the message)
 - Press # (the pound key) to Fast Forward in a message
 - Press 7 to **Play** the message again
 - Press 8 to Skip/Save the message as a new message
 - Press 5 to Keep/Save the message in your saved message Queue
 - Press 3 to Erase the message you are listening to
 - Press * (star) key to Undelete a message that you just deleted – **BEFORE** logging off your mailbox or hanging up on the current login – after you hang up or log off the deleted message is lost
 - Press 4 to Give a copy of the message to another mailbox
 - Press 2 to Reply to the sender of an internal message from another mailbox

Sending a Message to Another Delta College Voicemail Box

After you have logged into your mailbox with your passcode, you can send a message to another Delta College mailbox by following these instructions:

- To Send a Message:
 1. Press 6 (**M** key) to create a **M**essage
 2. Enter the destination mailbox you wish to send the message to
 3. Record your message
 4. Press the # (pound) key when you are done recording
 5. Press the 9 (**X** key) to **EXIT**/Send your message
- You may also use these options while creating your message, press:
 - Press 7 (**R** key) to **R**eview your recorded message before sending it
 - Press 3 (**D** key) to **D**elate and Re-Record your message
 - Press 2 (**A** key) to **A**ppend (add to) to your message
 - Press 6 (**M** key) for additional **M**essage Addressing options. To mark your message:
 - o **U**rgent enter **68**
 - o **R**eturn **R**eceipt enter **67**
 - o **F**uture **D**elivery enter **63**

Leaving a Message Through the System

Dial voicemail, wait for voicemail to answer, press the * (star) key, enter the mailbox you wish to leave a message for, (press 1 to bypass their greeting), record your greeting, hang up or press the # (pound) key to end and send your message. The system will respond, “Message Complete,” and you will be returned to the Main system greeting. **NOTE:** Press the # (pound) key after leaving a message, checking your own messages, or after hearing someone’s greeting to return to the Main system greeting and dial another extension.

To By-pass a Greeting

If you do not wish to listen to a voicemail greeting, you may fast-forward or by-pass the greeting by pressing 1.

Transfer a Caller Directly to a Mailbox

Press Transfer/Conference key, dial voicemail **5885**, wait for voicemail to answer, press the * (star) key, dial the mailbox of the extension you want the caller to leave a message for, immediately hang up to complete the transfer.