

SUNY ORANGE

BASIC VOICEMAIL USAGE (VOIP)

VOICEMAIL

Calls will go to voice mail after four rings.

For a full explanation of the voice mail menu, see the Audix Voice Messaging Quick Reference document.

Accessing

- Voicemail can be accessed by pressing the **MESSAGE** button, which will light up if there are any unheard messages. The red light on the top right corner of the station will also light up to indicate the presence of unheard voicemails
- The default password for accessing voicemail is 24680
- Voicemail can be checked from another line if necessary by dialing 341-9099 and following the prompts for the desired extension and password

Changing your voicemail password

- Log into your voicemail
- Press 5 to access your personal options
- Press 4 to change your password
- Voicemail passwords have the following restrictions:
 - Must be between 4 and 15 digits
 - Cannot be consecutive numbers (e.g. 12345 or 98765)
 - Cannot match the extension
 - Cannot be the same number repeated (e.g. 77777)

Recording your name

- Your name will play when a caller reaches your voicemail
- Log into your voicemail
- Press 5 to access your personal options
- Press 5 to change your recorded name; the system will instruct you on what to do from there

NOTE: Three failed password entries will result in the system locking your voicemail account. I.T. can unlock it and if necessary change your password. Due to the way passwords are stored, I.T. is not capable of telling you what your password is.

If you have questions, feel free to contact me (Jim Gill) at 4339 or james.gill@sunyorange.edu.

If you have a problem, please contact the Helpdesk at 4749 so there is a ticket for the issue, and I can prove that I don't spend all day staring at funny cat pictures on the Internet.