

# SCHENECTADY VOICE MAIL QUICK REFERENCE GUIDE

Read or Unread 10 – 14 days based on size of mailbox

## TO INITIALIZE YOUR MAILBOX

### LOG IN

**Dial 8-3599** and wait for the prompts and then  
**From your desk - # sign**  
 From another desk -  
**Your 5 digit extension and #sign**  
 Or **Dial 388-3599** from out of CAPNET then  
**Your extension and # sign**  
**Your Starter Password is**  
**1 then 3 then the # sign**

### NAME RECORDING

Press 1  
 Speak your name at the tone  
 Press 1  
 Press # sign to Approve or  
 Press 1 to Re-record your name

### ESTABLISHING NEW PASSWORD

Password can be 4 to 15 digits long  
**No consecutive digits (1234 or 4321)**  
**No single digit repeated (1111)**  
**And not your 5 digit extension** forward or backward.  
 Enter new Password then # sign  
 Re-enter Password then # sign

## LOG IN USING NEW PASSWORD

Dial **8-3599** or **388-3599** (if off of the system)  
 Enter **5 Digit Extension** and # sign  
 (or # sign only if at your desk)  
 Enter **New password** and # sign

## TO GET MESSAGES

Log into your mailbox  
 Press 2  
 Listen to header  
 Press 0 to Listen to message

## END OF MESSAGE OPTIONS

Press **\*D** to delete or Press # to skip the message  
 OR  
 To Forward or Respond to a Voice Message  
 User must press 1 and

- 0 To Call Sender
- 2 To Forward with Comment
- 4 New Message
- 7 Reply by Voice Mail/Without Copy
- 1-9 Reply by Voice Mail/With Copy
- # Return to Previous Menu

## PLAY BACK CONTROLS:

	<b>Rewind</b>	<b>Play/Pause</b>
	2	3
<b>Louder</b>	<b>Back Up</b>	<b>Advance</b>
4	5	6
<b>Softer</b>	<b>Slower</b>	<b>Faster</b>
7	8	9
	<b>Listen/Replay</b>	<b>Skip</b>
	0	#

## CREATING PERSONAL GREETING

Enter your mailbox  
 Press 3 - 1 - 1  
 Record at the tone  
 To play back Press 2 - 3  
 Press # to approve  
 Press 1 to use as greeting For All Calls

OR

Press \*D to Delete  
 To Re-record after Deleting  
 Press 1 to record your greeting  
 Press 1 after recording  
 Press 2 – 3 to play back  
 Press # to approve  
 Press 1 to use as greeting For All Calls

## CREATE OTHER RECORDINGS

Instead of 3 – 1 – 1 use 3 – 1 – 2 or 3 – 1 - 3 etc.  
 Then use the above directions

## TO ACTIVATE DIFFERENT GREETINGS

Press 3 - 3 and the greeting number

## RECORD AND SEND A MESSAGE

Log into your mailbox  
 Press 1 and speak message at tone  
 Press # to Approve or 1 to Edit  
 Enter Extension Number and #  
 Press # when finished  
 Press # to Send OR Press 0 for List of Options;

Make Private – Press 1  
 Schedule Delivery – Press 3  
 File Copy – Press 4

## ADDITIONAL MISC. INFORMATION

Sending all calls to Voice Mail (If coverage path exists)  
 Dial **\*03**  
 Cancel **\*86**

To bypass another CAPNET users Personal greeting  
**Press 1** and you can promptly leave a message

To bypass old messages and get to new messages  
**Press 2** to get messages and then **Press \* and #**

## TO CHANGE THE RECORDED NAME:

Enter your Mailbox  
**Press 5 at Main Menu**  
**Press 5**

## TO CHANGE THE PASSWORD:

Enter your Mailbox  
**Press 5 at Main Menu**  
**Press 4**

## QUESTIONS?

Call OFT Education and Training at extension 518-486-1445.  
 or  
 OFT Telecommunications Help Desk at  
 518-486-4000 or 1-888-784-4647