NYC/CAPNET VOICE MAIL

TO INITIALIZE YOUR MAILBOX

Log on by **dialing 8899**
If you are at your desk enter the **# sign**
If you are away from your desk enter your
4 digit extension and # sign
or from **outside the system**
Dial 212-459-8899 then your **4 digit extension**
and the **# sign.**

Enter your **name recording**
Press 1, Speak your name at the tone
Press 1 again
Press # sign to Approve or
Press 1 to Re-record your name

Enter your **password**
Your Starter Password is
1 then 3 then the # sign

Enter your **new password**
Password can be 4 to 15 digits long
Enter new Password then # sign
Re-enter Password then # sign

LOG IN USING NEW PASSWORD

Dial **8899** or **(212) 459-8899** (if off of the system)
Enter 4 **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:

	Rewind	Play/Pause
	2	3
Louder	**Back Up**	**Advance**
4	5	6
Softer	**Slower**	**Faster**
7	8	9
	Listen/Replay	**Skip**
	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

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?

CIO/OFT Upstate Technical Assistance Center at 1888-784-4647 Option
3 or for Repair 1-888-784-4647 Option 1