



Using Campus Voicemail

A personal voice mailbox is provided for each student living in the residence halls. Student voice mailbox numbers are available in your Northwest CATPaws account.

Incoming calls not answered after 4 rings will transfer to the voice mailbox assigned to that room. Incoming callers will receive a greeting, which will state the occupants of that room, from the Audio Text mailbox (controlled by the Telecommunications Office). The system will permit the caller to select a mailbox for one of the 2 students in the room. A caller may reach Student (A) by pressing 1 or Student (B) by pressing 2.

Callers without touch-tone telephone services will receive the option to hold the line to be transferred to the front desk. Callers from a touch-tone telephone will be transferred to the student's mailbox which they select. Callers then will receive a greeting and be given the option to leave a message.

Callers transferred to the front desk will receive the option to be transferred by the desk worker to the appropriate student mailbox permitting the caller the option to leave a voice message.

Voicemail pass code protection:

Each mailbox is *pass code* protected to permit only the mailbox owner access to any of the information inside that mailbox. To protect your mailbox from being broken into, use a random 4-digit number that has no connections to you as an individual. Do not use your date of birth, your telephone number or your mail box number.

Setting up your voicemail:

Make sure your telephone is set for tone dialing. Northwest's Voicemail system will not recognize pulse dialing.

1. From your touch-tone telephone in your room dial extension **1500**. When you hear "Hello", press the * (asterisk) key. Choose the number that corresponds with your mailbox number (i.e.: 1 or 2).

2. You will then be prompted to enter your *temporary pass code*, which is **1234**.
3. You are now ready for the user tutorial.
 - The voicemail user tutorial will talk you through your first voice mail session, including setting up your mailbox with a personalized greeting, name and a pass code.
 - You are given 12 seconds for your greeting and only 2 seconds for your name.

Entering your voicemail mail box from on and off campus:

- When calling from *your residence hall* room, dial the voicemail access number (**1500**). Select the mailbox assigned to you and enter your 4-digit pass code.
- When calling from *another residence hall* room, dial the voicemail access number (**1500**). Press the asterisk key two times (**) and when prompted during the Northwest greeting enter your 4-digit voice mailbox number. Press the asterisk key (*) during your greeting and then enter your 4-digit pass code.
- When calling from *any other campus telephone*, dial the voicemail access number (**1500**). Press the asterisk key(*) and when prompted during the Northwest greeting enter your 4-digit voice mailbox number. Press the asterisk key (*) at your greeting and enter your 4-digit pass code.
- When calling from an *outside telephone*, dial the voicemail access number (**562-1500**). Enter your voicemail mail box number. Press the asterisk key (*) at your greeting and enter your 4-digit pass code.



You will be required to use the new pass code you set during the tutorial. If you forget your pass code, you need to call the Telecom Office and have your pass code reset to 1234.

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Retrieving your voicemail messages:

Once you have entered your voicemail mailbox, voicemail will lead you through each step.

1. Press **P** (7 key) to Play the current message.
2. When playing a message you may:
 - Press the **1** (number one) key to pause the message for 30 seconds.
 - Press the * (asterisk) key to back up 5 seconds in the message.
 - Press the # (pound) key to go forward 5 seconds in the message.
3. Once you have listened to a message your options are:
 - Press **K** (5 key) to Keep the message.
 - Press **D** (3 key) to Discard the message and record another
 - Press **G** (4 key) to Give the message to another mailbox.
 - Press **A** (2 key) to Answer the message. (You may only answer messages made and sent from another mailbox user.)
 - Press **X** (9 key) to Exit your mailbox.



Remember to always press X (9 key) before hanging up the telephone to insure that any changes made are saved.

Making a voicemail message to send to another voicemail mail box:

1. Once in your voicemail mail box, press **M** (6 key) to make a message.
2. Enter the voicemail mailbox number you wish to send a message to.
3. After you have correctly entered a mailbox number, press the # (pound) key or press the (*) asterisk key to delete the entry and enter another mailbox number.
4. Record your message.
5. Press **X** (9 key) to exit and send the message.

However, before you exist you may choose to do one of the following addressing options:

- For a **return receipt**, press **R** (7 key). When your message is retrieved, you will receive a voicemail message. Press **R** again if you want to **cancel** the return receipt.
- To mark your message as **confidential**, press **C** (2 key).
- To mark your message as **urgent**, press **U** (8 key) to mark.
- Press **X** (9 key) to Exit addressing options and then press **X** (9 key) to Send your message and Exit the system.

Other important voicemail information:

If you wish to change your greeting, pass code, and/or to activate the tutorial, enter your mailbox. Press **U** (8 key) for User Options. Select **P** (7 key) for Pass Code or **G** (3 key) for Greeting. Press **X** (9 key) to change setting and exit to the main menu.

If you are wanting to change your greeting, the voice mailbox will also lead you step by step through the procedure.

When recording a greeting, you should be in a quiet surrounding and remember to speak clearly. After you have completed your greeting, remain on the line. Voicemail will recognize silence and will acknowledge your recording and prompt you to the next step. Voicemail will always give you assistance after 2 seconds of silence.

Callers coming into your mailbox need to have a touch-tone telephone to operate the system without assistance. Callers without touch-tone service will need to be assisted by the front desk of each residence hall and will only get this assistance during regular front desk hours.

Remember, to save time, you do not have to wait for the voice prompt to end before entering keystroke commands.

