

**DIVISION OF TECHNOLOGY AND ADVANCED SOLUTIONS
DEPARTMENT OF INFORMATION TECHNOLOGY
VOICE MAIL INSTRUCTIONS FOR HEALTH SCIENCE CAMPUS USERS**

The Information Technology group is pleased to announce the migration of your email account to Office 365. One of the benefits of this move is the standard email quota is now **100GB**. With this migration you have also been enabled for a new voice mail account on AVST.

The first time you access your voice mailbox on the system, you will be asked to change your security code, record your name and record a personal greeting.

Note – all three steps (security code, name and greeting) must be done to complete the setup. When you hear “**Congratulations**” you have completed the setup.

Access your new mailbox:

1. From your desk phone, dial x5100 to access your account.
 - o Enter your Security Code - the default is 0000.
2. The system will prompt you to enter a new security code followed by the # sign.
Please Note: Security codes cannot match your telephone extension (6012), be sequential (1234, 5678), or be repeating digits (0000, 1111). Security Codes have to be 3 unique digits and be at least 4 digits long and no more than 15 digits.
3. Confirm your new security code by entering it again followed by the # sign.
4. Record your first and last name. Simply state your first and last name only, do not record your greeting at this time.
 - o Press 2 to begin recording, and 2 again to stop recording.
 - o Press 5 to save your name.
 - o Or Press 6 to review.
5. Record a personal greeting. **Example: “Hello, this is Bob Smith, I am currently away from my desk or on another line. Please leave your name, telephone number and a brief message at the tone and I will return your call as soon as possible. Thank You.”**
 - o Press 2 to begin recording, and 2 again to stop recording.
 - o Press 5 to save the greeting.
 - o Or Press 6 to review.
6. **Congratulations** your new voice mailbox is now setup. The system will relay additional information and prompt you to retrieve any voicemail messages in your account. You can then go ahead and hang up.

You will receive your voicemail messages in your Outlook Inbox as wave files. We no longer will have speech to text translations or Missed Call Alerts.

Helpful Tips

- To access your mailbox from any phone on campus, call x5100.
 - Press the # pound key.
 - Enter your mailbox # - 4 digits only.
 - Enter your security code.
 - Listen to messages or update greetings.
 - When done press ** to disconnect from the system
- To access from off campus, call 419-383-5100.
 - Follow the steps above for access