

City of Eugene - VOICE MAIL SYSTEM

ACTIVATING YOUR VOICE MAILBOX

To be completed December 1, 2006 through January 5, 2007

The first time you call the voice mail system, the computer sees you as a new user. A brief tutorial will walk you through setting up your new mailbox. Anything you do during the tutorial can be modified or changed later. Procedure:

1. **Dial 2951.** This is the temporary access number to the new voice mail system. If you are calling from a phone **outside** of the system; you need to dial 682 2951.
2. Depending on the phone you are calling from, you may be asked to enter your **mailbox number**. Your mailbox number, in most cases, is the same as the last 4 digits of your telephone number.
3. You will then be asked to enter in your security code. The initial security code is the same as your mailbox number.

The Voice Mail System will guide you through the process of setting up your new mailbox.

1. The first step, will ask you to enter a new security code. The security code can be any length from 6 to 15 digits.
2. The next step, will be to record your name. This will be used for internal addressing, and should be your first and last name.
After recording your name, listen to the instructions to save, listen to, or redo the recording:

Press 6 to review the greeting you just recorded
Press 4 to delete the greeting and start again
Then, when you are satisfied with the recording, press 5 to save it.

3. You will now be prompted to record a personal greeting. This is the message your callers will hear when they reach your mailbox. Voice mail greetings should be professional, brief, but informative.

Greeting ideas:

- Your name and department.
- What information you'd like the caller to leave you.
- **A statement informing the caller that they may press 0 to be transferred to someone in your office, if they need immediate assistance**

After recording your greeting, you can press 5 to save it –**or:**

Press 6 to review the greeting you just recorded
Press 4 to delete the greeting and start again
Then, when you are satisfied with the recording, press 5 to save it.

You may use the * to “back up” in the system. That’s All!