Staff Voice Mail Services

NYU's voice mail system provides an easy-to-use messaging service for recording and distributing voice messages via the telephone. The voice mail system is available 24 hours a day, seven days a week. Messages can be retrieved via touchtone phone from anywhere in the world. Each user is provided with what is called a voice mailbox. The voice mailbox is usually associated with your NYU telephone extension. Each mailbox is protected by a unique password.

If your phone is in use or you do not answer, the call will route automatically to your voice mailbox following your phone's call coverage path. Upon reaching the voice mail system, callers hear your own personal greeting. Your greeting can be changed as often as you wish. All messages are time- and date-stamped by the system. When new voice messages have been received, the message waiting lamp on your telephone will light. The average mailbox has approximately 20 minutes of speech space. Saved messages remain in the mailbox for a period of 16 days after which the system automatically removes them.

Logging into Your Mailbox
1. Dial your assigned voice mail system access number. The access numbers are 5-4802 or 1-212-995-4802 from outside NYU. Or 5-4803 or 1-212-995-4803 from outside NYU. The appropriate access numbers are provided when your voice mail is established.

2. Enter your extension number plus the "#" sign. If you are dialing from your own extension, just press "#".

3. Enter your password plus "#". Once you have logged in, the voice mail system prompts you through all of its functions. If you are familiar with the prompts and codes to use, you need not listen to the prompts; simply make the appropriate entries.

Creating and Sending Messages
To electronically send a message to another voice mailbox without calling the party:
1. Log into your mailbox (if you haven't already done so).

2. Press 1 at the main menu.

3. Speak your message.

4. Press 1 to finish recording.
   You can add to your recording by pressing 1.
   Playback your recording by pressing 23.
   Delete and re-record your message by pressing "*D".
   Press "#" to approve the message.

5. Enter the recipient's extension number + "#"

6. Repeat step 5 to add additional recipients.

7. Press "#" to prepare to send the message.
   Press "#" again to send it immediately OR
   Press "0" to hear a list of options.

Message options include:
- Make Private (cannot be forwarded to another NYU voice mailbox).
- Make Priority (message goes to the top of recipient's voice mail queue).
Schedule delivery (follow prompts to schedule delivery based upon time, month and day).
File a copy (a copy is placed in your outgoing mailbox).
To send the message press "#" key.

Changing Your Password
Log into your mailbox (if you haven't already done so).
Press 54 and follow the instructions.

Changing Your Name
Log into your mailbox (if you haven't already done so).
Press 55 and follow the instructions.

Listening to Your Messages
The message waiting lamp on your telephone is lit when there is a new voice mail message. To listen to your message(s):
1. Log into your mailbox (if you haven't already done so).
2. Press 2 at the main menu.
3. Listen to the header information, which provides you with the date, the time the message was left, and the telephone number of the caller.
4. Press 0 to hear the message.
   You can forward the message by pressing 12.
   You can call the sender by pressing 10 (NYU employees on campus only).
   You can reply to the sender by pressing 1.
   You can delete the message by pressing "*D".
   You can save the message by pressing "#".

Creating a Personal Greeting
The NYU voice mail system delivers a system greeting to your callers with your name in your voice. Additionally, you can create, activate and store customized greetings.
1. Log into your mailbox (if you haven't already done so).
2. Press 3 at the main menu.
3. To create, change or delete a greeting, press 1.
4. To listen to an existing greeting, press 0 OR
5. Enter your greeting number (you can create up to 9 greetings).
6. To record your greeting, press 1.
7. Record your greeting; press 1 when finished.
   You can add to your greeting by pressing 1.
   Playback your greeting by pressing 23.
   You can delete and re-record your greeting by pressing "*D".
8. Press "#" to approve the greeting.
9. Press 1 to use that greeting immediately.

Communicate with Your Staff
The NYU voice mail system allows you to create a mailing list and to create a message that can be sent to all recipients on a list that you have stored in your mailbox.

This is a 2-step process which consists first of creating a list of recipients followed by the creation of a
Creating Your List
1. Log into your mailbox (if you haven't already done so).
2. Press 51.
3. To create a list press 1.
4. Enter a list ID followed by the "#" sign (this ID can be any number at all).
5. Select private or public (selecting public will allow other voice mail users to utilize the list you create).
6. Enter the extensions of the persons you wish to add to the list.
7. Press "#" when finished.

Creating Your Message
1. Log into your mailbox (if you haven't already done so).
2. Press 1.
3. Record your message. When finished, press 1 to edit your message or "#" to approve your message. Upon approving the message, the system will say "enter extension and "#" sign".
4. To use your mailing list enter *L.
5. Enter the extension of the person who owns the list (if it is your list, just press the "#" key).
6. Enter the list ID followed by the "#" sign.
7. You may send the message to additional recipients at this point by entering their extensions followed by the "#" sign. Otherwise press the "#".
8. Press "#" again to send the message or press "0" to hear a list of options. (See below).

Message options include:
1. Make Private (cannot be forwarded to another NYU voice mailbox).
2. Make Priority (message goes to the top of recipient's voice mail queue).
3. Schedule delivery (follow prompts to schedule delivery based upon time, month and day).
4. File a copy (a copy is placed in your outgoing mailbox).
5. To send the message, press the "#" key.

Playback Controls
As you listen to a message you can do the following from your keypad:

   Press 2 to rewind
   Press 3 to play/pause
   Press 4 to play it louder
   Press 5 to backup
   Press 6 to advance
   Press 7 to play softer
   Press 8 to go slower
   Press 9 to go faster
Click the above graphic to open an enlarged version in a new window.

Next Section: Telephone & Voice Mail Help >>
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