

When you call the EliteMail FMSNMS system for the first time you will be asked to personalize your mailbox. Doing this will open your mailbox and make it ready to use.

### **ENTERING YOUR MAILBOX**

Lift handset.

Dial EliteMail 3010 (*from on campus*) (*284-7536 off campus*).

Dial your Personal ID, (*typically 9 + your voice mail number*). Follow prompts to accomplish the following steps.

Dial 1 for YES or 2. for NO to confirm each entry.

### **RECORD YOUR NAME**

Record your first and last name.

Dial \* to end recording and review your name recording.

Dial 1 to re-record, otherwise dial 2.

### **SPELL YOUR NAME**

If requested, spell the first 3 letters of your last name by dialing the corresponding numbers on your telephone dial pad.

### **CHOOSE YOUR DIRECTORY LISTING STATUS**

Dial 1 for YES or 2. for NO to choose whether or not you wish to be listed in the Voice mail directory, It is recommended that you choose to be listed, as the directory lets outside callers reach you by your last name if they do not know your extension number.

### **RECORD YOUR OUTSIDE AND INTERNAL GREETINGS**

Dial 1 for YES if you want to record different greetings for outside and internal callers, otherwise dial 2..

At the prompt, record an appropriate greeting to callers who reach your mailbox.

Use the handset to record your name and a brief, descriptive message.

Dial \* to end recording and review your greeting.

Dial 1 to re-record, otherwise dial 2..

### **SET YOUR SECURITY CODE**

Dial 1 for YES if you wish to enter a Security code to safeguard your mailbox from unauthorized access, otherwise dial 2..

Enter a Security Code of 3 to 10 digits via your telephone dial pad.

Dial \* to complete code entry.

Re-enter your security code, as prompted, for confirmation.

Dial \* to complete code entry.

### **OPENING YOUR MAILBOX**

Dial 1 to confirm your personalized settings and open your mailbox for use,

otherwise dial 2..

NOTE: Your personalized settings can be changed at any time through Setup Options.

Call your mailbox for new messages when you receive a Voice Mail message indication.

### **ENTERING YOUR MAILBOX**

Lift handset.

Dial EliteMail 3010 (*from on campus*) (*284-7538 off campus*).

Dial your Personal ID, (*typically 9 + your voice mail number*). Follow prompts to accomplish the following steps.

Dial 1 for YES when asked, "You have - new messages. Would you like to hear them?"

Messages marked "Urgent" are played first.

Messages from outside callers are played in the order received.

Messages from other EliteMail EMS! VMS users are sorted by sender. At the tone you may record a reply, otherwise dial 2.

The day and time recorded is announced at the end of each message.

Dial # 0 or use the soft keys while listening to a message to return a call using the caller ID information.

Dial # 0\* to end the call and return to your message box.

NOTE 1: Soft keys must be enabled to receive caller ID information in the display.

NOTE 2: If a message received is from another user's box, caller information is played at the beginning of the message and can only be used to reply to the caller. The call return function does not take place.

While listening to a message, you can:

Dial \* to skip the message and save it as "new".

Dial I #. to repeat the entire message.

Dial I to advance to the end of the message.

Dial 2 to redirect and/or archive (save) the message.

Dial 5 to change playback volume.

Dial 7 to repeat the previous 3 seconds of the message.

Dial 8 to pause message playback. (Dial 8 again to resume message playback.)

Dial 9 to advance 3 seconds within the message.

Dial 0 to hear the telephone or extension number of the caller.

NOTE 1: NEW messages are those you haven't yet heard. A NEW message will not be deleted until you've had the opportunity to listen to it.

NOTE 2: Messages are OLD once you press Q for caller ID information or hear them through to the recorded day and time. OLD messages are typically deleted at midnight of the day received unless they have been archived NOTE 3: While listening to a message, the CID soft key toggles the LCD between the caller's name and number if both are provided.

### **How do I access my VOICE MAIL?**

#### ***From on campus:***

1. Dial 3010
2. Enter a 9 and your voicemail extension.
3. Follow the verbal prompts.

#### ***From off campus:***

1. Dial 284-7538
2. Enter a 9 and your voicemail extension.
3. Follow the verbal prompts.