Reinhardt College

TELEPHONE VOICE MAIL INSTRUCTIONS

Telephone extension = last four digits of your seven digit telephone number.
Temporary Password = “1”-“2” and your “4 digit telephone extension”
Voice mail box = “4 digit telephone extension”

Accessing voice mail system ON campus for Initial Setup (If no password has yet been set)

- Dial 6000 (messaging access number)
- Enter your 4-digit extension, then press the “#” key
- Enter your temporary password (the system may refer to this as your old password)

Accessing voice mail system ON campus after Initial Setup

- Dial 6000 (messaging access number)
- Enter your 4-digit extension, then press the “#” key
- Enter your password, then press the # key

Accessing voicemail from OFF campus

- Dial your Campus phone number
- When the voicemail answers, press the “*” key
- Enter 81 to Login to your Mailbox
- Input your Mailbox number (your extension), followed by the “#” key
- Input your Password, followed by the “#” key

Changing your password

When you log in for the first time, you must change your password from the one you were first assigned. After that, you can change your password as often as required. Your password CANNOT be ALL consecutive numbers ie: 1234, ALL of one digit: 7777, or your extension. It must be 6 digits or more.

To change your password

- While logged into your mailbox, press “8” then “4”
- Enter your old password, then press “#”
- Enter your new password, then press “#”
- Enter your new password again, then press “#”

Recording greetings

You may record external, internal, and temporary greetings (Calls originating from outside the campus will hear your external greeting; callers within the campus will hear your internal greeting). If you don’t record an internal greeting, all callers hear your external greeting. You may record a temporary greeting to tell your callers that you are away from the office.

To Record your greetings

- While logged into your mailbox account, press “8” then “2”
- Press “1” for external greeting, “2” for internal greeting, or “3” for temporary greeting
- Press “5” to record. Wait for the tone, then record your greeting.
- Press “#” to end the recording.

**Note: To delete a voicemail: press 76 while the Voicemail is playing or immediately after it ends.

For more information on voice mail, see the how to guides on the IT website at it.reinhardt.edu or contact us at it-department@reinhardt.edu or call us at x5555