

# Meridian Mail

WITS Telecommunications User Manual  
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# VOICE MAIL BASICS

## **Logging in from Your Own Phone**

Dial Voice Mail number or press message key .....3370  
 Press .....#  
 Enter your password and again press .....#

## **Logging in from Another Phone**

If you are off campus, dial .....373-3370  
 If you are on Campus .....3370  
 Enter your mail box number and press .....#  
 Enter your password and again press .....#

## **Exiting Voice Mail**

To exit Voice Mail, press .....83

## **Changing Voice Mail Password**

While logged into Voice Mail, press .....84  
 Enter new password, followed by.....#  
*Your password may contain 4 to 16 numbers*  
 Enter new password a second time to verify  
 Enter old password, followed by .....#

## **Playing Voice Mail Messages**

*You can play messages with or without waiting for announcement.*

To play message .....2  
 To skip back in a message and replay 5 seconds.....1  
 To skip forward in a message 5 seconds.....3  
 To play the message faster .....23  
 To play the message slower .....21  
*You can increase the message speed to the maximum, then decrease to normal speed.*  
 To pause a message .....#  
 To continue same message .....2  
 To go to next message .....6  
 To go to previous message .....4  
 To go to a specific message .....86  
 Enter message number and then .....#  
 To play message envelope.....72  
 To delete a message .....76  
 To restore a deleted message .....76  
 To leave one mailbox and log in to another .....81  
 To hear Voice Mail help .....\*

# PERSONALIZING YOUR VOICE MAILBOX

## **Recorded Greetings**

Note: If you have no external greeting, callers from outside Willamette will hear the Voice Mail greeting. If you have no internal greeting, callers will hear your external greeting.

While logged into Voice Mail, press .....	82
To work with External Greeting .....	1
To work with Internal Greeting .....	2
To work with Temporary Greeting .....	3
To set the expiry date for your temporary .....	9
For current month or day, press # only	
Enter the month, day, and time press # after each entry.	
For standard expiry time of 12:01 a.m. with any date, press # for time.	
Pressing # # # sets “no expiry.”	
To review current greeting .....	2
To record your greeting .....	5
To end recording .....	#
To delete a greeting after listening to it .....	76
To exit the Greetings function .....	4
Personal Verification of Phone Number	
While logged into Voice Mail, press .....	89
Record your name or department and extension .....	5
To end recording .....	#

## **Assigning an Operator**

In your greeting, you can tell callers to press zero (0) after the tone to speak to another individual instead of leaving a message.

While logged into Voice Mail, press .....	80
To review or change the operator assigned .....	1
Enter new operator number followed by .....	#
To exit function without changing operator, press .....	#

# WORKING with MESSAGES

## **Forwarding Messages**

After listening to message, press .....	73
Enter number to forward to, followed by .....	#
<i>Repeat step to forward to multiple numbers or distribution lists.</i>	
To delete the last number added .....	0 #
When you have finished adding numbers .....	#
To record your message .....	5
<i>Wait for tone and then begin speaking.</i>	

- To end recording .....#
- To forward the message .....79

**Calling the Sender**

*Use this function to directly call the person whose message you have just listened to.*

- After listening to message, press .....9
- Speak to individual or leave message. When finished, hang up.

**Replying to Sender**

*Use this function to record a message to send to the person whose message you have just listened to.*

- After listening to message, press .....71
- When ready to record .....5
- To stop recording .....#
- To send the message .....79

## COMPOSING MESSAGES

**Composing and Sending Messages**

- While logged into Voice Mail, press .....75
- Enter number to send to, followed by .....#
- You can repeat this step for as many phone numbers or distribution lists, as you want.*
- To delete the last number added .....0 #*
- When you have finished adding numbers.....#
- To record your message .....5
- Wait for tone and then begin speaking.*
- To end recording .....#
- To play back your message .....2
- To skip back, or replay 5 seconds.....1
- To skip forward 5 seconds .....3
- To pause the message .....#
- To continue .....2
- To re-record part of a message or add to end, press 2 to review
- And press 5 at the point you want to change the recording.*
- To delete a message entirely .....76
- To play message envelope (who it's going to) .....72
- To send the message .....79

**Express Messaging**

*Use this function to leave a message for someone else without having to log into Voice Mail first.*

- On Campus dial: .....3371

Off Campus dial: .....373-3371  
 Enter the phone number to send Message to, followed by #, wait for tone, record message, hang up.

## DISTRIBUTION LISTS

### Creating a Distribution List

*You can have up to 9 lists, with up to 99 numbers in each.*

- While logged into Voice Mail, press .....85
- Enter single digit (1 to 9) to identify list, followed by .....#
- To create list.....5
- Enter number to send to, followed by .....#
- Repeat this step for every number you want to add.
- To delete the last number added .....0 #
- When you have finished adding numbers.....#

### To play, edit, or delete a personal Distribution List

- While logged into Voice Mail, press .....85
- Enter distribution list number, followed by .....#
- To play the list, press .....2
- To add numbers, press .....5
- Enter each number, then press .....#
- To complete list, press .....#
- To find a number, press .....6
- Enter the number, then press .....#
- If the number is in the list you can delete it by pressing.....76
- If the number is not in the list, you can add it by pressing .....5
- To delete an entire list, press .....76
- To exit, press .....4

### Using Distribution Lists

*Whenever you have the option to list telephone extensions to send to, enter a single digit Distribution List, followed by #.*  
 Enter Distribution List to send to.

## TAGGING MESSAGES

### Available Tags

- |             |   |
|-------------|---|
| Urgent      | urgency announced to recipient                        |
| Private     | cannot be forwarded by recipient                      |
| Timed       | you specify when to send message                      |
| Acknowledge | you receive confirmation when recipient plays message |
| Standard    | what Voice Mail uses when no tag is specified         |

### Tagging a Message

- After composing message, press .....70

For Urgent tag .....1  
For Standard tag .....2  
For Private tag .....4  
For Acknowledgement .....5  
For Timed delivery .....6  
Enter number for current month, day, hour, and minutes,  
each followed by .....#  
    *Press 1 for A.M. or 2 for P.M.*  
To send the message .....79

**Tagging Shortcut**

To tag message without waiting for prompts, press 70 immediately followed by tag number.

*For example: to tag a message urgent press.....701*

**Removing a Tag**

*Note: to “remove” an urgent tag you must change it to Standard.*

After composing and tagging message, again press.....70  
Urgent to Standard .....2  
Private to Not Private .....4  
Acknowledge to Not Acknowledged .....5  
Timed Delivery to No Timed Delivery .....6