

The banner features a background image of fiber optic cables and a computer monitor. The text "Michigan State University" is in a smaller font at the top, and "Telecommunication Systems" is in a large, bold, green font below it.

# Michigan State University Telecommunication Systems

## New Voice Mail Features

Beginning March 1, 2009 the following features will be added to mailboxes on the Campus Voice Mail system:

### 1. Extended Absence Greeting

This greeting allows you to inform callers of an extended absence. *Callers cannot press a key to skip the greeting.* Once the greeting has played, callers can leave a message\*.

To record Extended Absence Greeting:

- Access your voice mailbox and enter passcode when prompted
- Press U for User Options
- Press G for Greeting
- Press G to change your Extended Absence Greeting
- Press R to record your Extended Absence Greeting

Once Extended Absence Greeting is recorded:

- The Extended Absence Greeting is enabled and will play when callers reach your voice mail.
- Every time you log into your voicemail, you will be prompted to press 1 to retain your Extended Absence Greeting or to press 2 to disable it.

\*Users may request an alternative class of service for Extended Absence Greetings that does not allow the callers to leave a message. To request that "message delivery be disabled for the Extended Absence Greeting feature", contact Telecom Systems at 353-5515 or access our on-line service request at [www.telecom.msu.edu](http://www.telecom.msu.edu)

### 2. Caller Id Notification within Voice Mail and Unified Messaging

- Prior to playing your voice mail messages over the phone, the system will announce the 10-digit telephone number of the caller.
- For Unified Messaging users the caller's 10 digit telephone number will also appear in the email message.

## DID YOU KNOW?

WHILE LISTENING TO A VOICE MAIL MESSAGE YOU CAN:

- Press \* to move backward 5 seconds within the message
- Press # to move forward 5 seconds within the message
- Press 1 to pause the message for 30 seconds
- Press 8 to skip to the next message