



VOICE MAIL

ABOUT VOICE MAIL


Colonial Connect Voice Mail can handle up to 18 minutes of messages; 5 minutes per message.


- Messages will be stored up to 15 days once deleted

Messages saved on your Avaya voice mail will not be forwarded to the new voice mail system

ACCESS VOICE MAIL - FROM A DESKTOP PHONE

New message indicators will vary based on the type of desktop phone you receive. These may include:

- A solid red light on your handset
- A stutter dial tone on the line
- A voice mail icon  next to the line button with message count

Press the Voice Mail button  and follow the voice prompts.


ACCESS VOICE MAIL - EXTERNAL

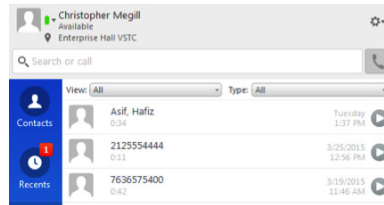
- 1) Dial the following number
 - For phone numbers beginning with area code 202 (Foggy Bottom), dial (202) 994-4000
 - x44000 when on an Avaya phone
 - For phone numbers beginning with area code 571 (Ashburn), dial (571) 553-4000
 - X34000 when on an Avaya phone
- 2) Press *
- 3) Enter your 5 digit extension
- 4) Enter your voice mail password, then press #

Contact the IT Support Center at ithelp@gwu.edu if you need your voice mail password reset.

VOICE MAIL - FROM JABBER

New message indicators:

- A number will appear underneath your voice mail tab icon. This is the number of messages you have received. 
- Click the voice mail tab to view your voice mails
- Click the Play arrow next to the voice mail you wish to listen to



VOICE MAIL - IN EMAIL

- Your voice mail will appear in your GW E-mail account (@email.gwu.edu)
- Open the conversation
- Click on the voice mail message audio file
 - **Google WebMail:** Click Download to download the file and listen
 - **Outlook:** Play the file directly

Please follow GW's Data Classification Policy when you forward your voice mail.

HELP AND RESOURCES

Contact the IT Support Center for assistance:

- Send an email to ithelp@gwu.edu
- Submit a web request support ticket through IT.GWU.EDU
- Call us 24/7 at 202-994-GWIT (4948)
- Chat with a support representative on IT.GWU.EDU (available Monday - Friday, 8 a.m. - 7 p.m.)

COLONIAL CONNECT



VOICE MAIL COMMANDS

ANYTIME

- Skip or move ahead, complete or confirm addressing, accept changes, send messages, start and stop recording.

0 - Help

* - Cancel, exit, or back up

TO ADDRESS MESSAGES

Spell name, press #, select the match. Or press ## to enter by extension, then press #. Press * to cancel the selection or # to confirm the selection. Press 1 to add more names, or ## to start recording.

RETRIEVE MESSAGES

- 1 - NEW
- 3,1 - SAVED
- 3,2 - DELETED



During or After Playback

- | | |
|---------------------------------|--------------------------------------|
| 1 - Restart | 44 - Live reply |
| 2 - Save | 5 - Forward with optional recording |
| 3 - Delete | 5,1 - Stop optional recording/listen |
| 4 - Reply (and begin recording) | 5,3 - Delete optional recording |
| 4,1 - Stop recording/listen | 5,# - Stop optional recording |
| 4,3 - Delete recording/restart | 5,#,1,1 - Mark as private |
| 4,# - Stop recording | 5,#,1,2 - Mark as urgent |
| 4,#,1,2 - Mark as urgent | 5,#,1,9,3 - Mark as secure |
| 4,#,1,3 - Mark as private | 5,#,# - Send optional recording |
| 4,#,1,9,3 - Mark as secure | 6 - Save as new |
| 4,#,# - Send | 9 - Message Properties |
- (see "After Recording a Reply")

During Playback Only

- | | |
|------------------------------------|-----------------------------------|
| 7 - Go back 3 seconds | 8,9 - Restart from next 3 seconds |
| 8 - Pause message | 9 - Go forward 3 seconds |
| 8,7 - Restart from prior 3 seconds | # - Skip message summary |
| 8,8 - Restart | |

For a selected fax, press 8 to print After Recording a Reply

- | | |
|------------------------|--------------------------------|
| # - Send | 1,3 - Special delivery options |
| 1 - Message Options | 1,4 - Review the message |
| 1,1 - Change address | 1,# - Send |
| 1,2 - Change recording | 1,* - Cancel |

SEND A MESSAGE

- 2 - SEND



Mail to Nonsubscribers: Select Send (2), then press #,4

Enter address, then record your message. During Recording:

- | | |
|-------------------------------|---|
| 1 - Stop recording and listen | #,1 - Message options (see "After Recording a Reply" above) |
| 3 - Delete recording/restart | #,1,#,1 - Mark as private |
| # - Stop recording | #,1,#,2 - Mark as urgent |
| #,* - Cancel message | 9 - Message Properties |
| #,# - Send message | |

Addressing

- | | |
|--------------------------|--------------------------|
| 1 - Change addressing | 1,# - Send |
| 1,1 - Add addresses | 1,* - Cancel |
| 1,2 - Hear all addresses | 2 - Change recording |
| 1,3 - Remove address | 3 - Change delivery type |
| | 3,1 - Mark as urgent |

CHANGE PREFERENCES

- 4 - SETUP
OPTIONS



- | | |
|---------------------------------|-------------------------------------|
| 1 - Greetings | 2,1 - Set up message notification |
| 1,1 - Rerecord greeting | 2,1,5 - Cascading notification |
| 1,2 - Alternate greeting on/off | 2,4 - Distribution lists |
| 1,3 - Edit greetings | 3 - Personal settings |
| 1,3,1 - Edit standard greeting | 3,1 - Change password |
| 1,3,2 - Edit alternate greeting | 3,2 - Change recorded name |
| 1,4 - Hear all greetings | 4 - Language options (if available) |
| 2 - Message settings | |

9 - General Delivery Mailboxes

First, select mailbox from list. Then:

- 1 - Review new messages
- 2 - Send message
- 3 - Review old messages
- 4 - Access setup options