



VOICE MAIL


ABOUT VOICE MAIL


Colonial Connect Voice Mail will store messages 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.

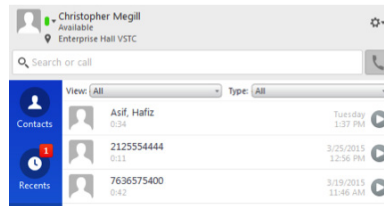
ACCESS VOICE MAIL - EXTERNAL

- 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 #

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.

RETRIEVE OR CHANGE VOICE MAIL PIN

- 1) Visit <http://go.gwu.edu/voicemail>
- 2) Log in to Cisco Personal Connection Assistant using your GW NetID and corresponding password
- 3) Enter and confirm your new voice mail PIN
- 4) Click **Save**

HELP AND RESOURCES

Contact the IT Support Center:

- 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