Voice Mail Usage – Meridian Mail at Asbury College

A. Accessing Your Voice Mailbox.

1. To access your voice mailbox:
   
   This can be done from both on-campus and off-campus.

   a. Dial ext. 2900 to access Meridian Mail.
      
      Note: From off campus you will need to dial 858-3511 Ext. 2900.

   b. You will be asked to input your mailbox number.
      
      1) Input your phone extension.
         
         Hint: If you are calling from your office phone (it is the same number as the
         mailbox).
      2) Input the # sign (lower right of the phone keypad).

   c. Next you will be asked to input your password.
      
      1) Input your password. The initial password is the same as your extension number.
         Please change the password to secure your voice mail messages.
      2) Input the # sign.

   d. Meridian Mail will tell you how many new voice mail messages you have received and
      will begin with the first new message.
      
      1) Meridian Mail will tell you the date, time, and from what extension the message
         was received.
         
         Note: It will say from an unknown number for off-campus calls.
      2) You will prompted to input according to the Playing your messages menu options.

2. Listening to your messages.

   a. After you have logged into your voice mailbox,

   b. Press the appropriate number for your desired activity:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Press:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listen to the message just described</td>
<td>2</td>
</tr>
<tr>
<td>Skip to the next message</td>
<td>6</td>
</tr>
<tr>
<td>Return to the previous message</td>
<td>4</td>
</tr>
<tr>
<td>Go to a specific message</td>
<td>86 + message number + #</td>
</tr>
<tr>
<td>Pause during playback</td>
<td>#</td>
</tr>
<tr>
<td>Continue playing after pause</td>
<td>2</td>
</tr>
<tr>
<td>Skip backward 5 seconds at a time</td>
<td>1</td>
</tr>
<tr>
<td>Skip forward 5 seconds at a time</td>
<td>3</td>
</tr>
<tr>
<td>Delete the message after listening to it</td>
<td>76</td>
</tr>
<tr>
<td>Restore the deleted message (within the</td>
<td>76</td>
</tr>
</tbody>
</table>

Prepared by Brett McDaniel, Instructional Technology Manager, Asbury College
3. To Respond to messages:

   a. To call the sender of the message immediately after listening to a message, press 9. The extension of the sender will be dialed for you.

   b. To record a reply to the sender of a message:
      1) After hearing the message, press 71.
      2) To record your reply, press 5.
      3) Wait for the tone.
      4) Speak your message.
      5) Press # when you are finished to stop the recording.
      6) Press 79 to send the message.

   c. To reply to the sender and all recipients of the message:
      1) After listening to the message, press 74.
      2) To hear the list of people who will receive your reply, press 72.
      3) To record your reply, press 5.
      4) Wait for the tone.
      5) Speak your message.
      6) Press # when you are finished to stop the recording.
      7) Press 79 to send the message.

4. To Forward a message:

   a. Press 73 after listening to the message  
   b. Enter the phone extension you wish to receive the message.  
   c. Press #.  
      **Note:** If you wish to remove the number press 0#.  

   b. Continue with steps b and c above until you have entered all the extensions you wish to receive the message.
c. To record an introductory message:
   1) Press 5.
   2) Wait for the tone.
   3) Speak our message.
   4) Press # when you are finished to stop the recording.
   5) Press 79 to send the message.

B. Changing Your Password
   1. To change your password:
      a. Login to your voice mailbox, using the instructions in A.1.
      b. Press 84 – Meridan Mail will indicate “Password change.”
      c. Enter the new password and press #.
         Note: The passwords must be 4 to 16 digits in length.
      d. You will be prompted to enter the new password again.
      e. Press the # when finished.
      f. If the two previous entries match, you will be prompted to confirm the change by entering your old password.
      g. Press the #.
         Note: If the passwords do not match or the old password was incorrect, Meridan Mail will exit the Password change and you will need start over by going to step b above.
      h. When the password is completed, you may proceed to another activity, listen to mail messages, or hang up.

C. Setting Your Greetings
   1. To record a personal verification:
      Note: This will allow your callers to know whom they have contacted.
      a. Login to your voice mailbox, using the instructions in A.1.
      b. Press 89 – Personal Verification
         1) Press 5
         2) Wait for the tone.
3) Speak your personal verification (name).
4) Press # when you are finished to stop the recording.
5) Press 79 to send the message.
   
   **Note:** Meridian Mail will play back the personal verification.
   
   **To rerecord** the personal verification, go back to **step 1** above.

2. To Record Personal Greetings:
   
   a. Internal/External Greetings –
      1) Login to your voice mailbox, using the instructions in A.1
      2) Press 82.
      3) For External Greetings: Press 1—for callers from outside the college system
      4) For Internal Greetings: Press 2—for callers within the college system
      5) Press 5
      6) Wait for the tone.
      7) Speak your message.
      8) Press # when you are finished to stop the recording.
      9) To hear the greeting, press 2.
     10) To add to the greeting, while at the end of the greeting press 5.
         
         **Note:** Pressing 5 at the beginning of the greeting deletes the original greeting and starts at **step 6** above.
     11) To delete the greeting, press 76.
     12) To exit the greetings menu, press 4.
         
         **Note:** You will still be in your voice mailbox for other activities.

   b. Temporary Greetings – use for vacations, out of the office days, etc.
      1) Login to your voice mailbox, using the instructions in A.1.
      2) Press 82.
      3) Press 3 for a temporary greeting.
      4) Press 5.
      5) Wait for the tone.
      6) Speak you message.
      7) Press # when you are finished to stop the recording.
8) To hear the greeting, press 2.
9) To add to the greeting, while at the end of the greeting press 5.
   Note: Pressing 5 at the beginning of the greeting deletes the original greeting and
   starts at step 6 above.
10) To set the expiration date and time, press 9 and:
    a) Input the month for the expiration date and press #.
    b) Input the day for the expiration date and press #.
    c) Input the expiration time and press #.
    d) Press 1 for AM or 2 for PM.
    e) Meridian Mail will read back the expiration date and time.
11) To delete the greeting, press 76.
12) To exit the greetings menu, press 4.
   Note: You will still be in your voice mailbox for other activities.

D. Sending Messages

1. To send a campus wide message (or to subsets of the campus voice mail system):
   a. Call 3169 and leave a message indicating:
      1) to whom you wish the campus-wide message to be sent
      2) a brief description of the message
      3) any special instructions for the message
      Note: Messages can be sent to:
         All campus phones
         All faculty
         All Administration and Staff
         All students
   b. Hang up the phone.
   c. Call 3169 directly back and give only the message you wish to be delivered campus wide.
   d. Hang up – the message will be forwarded to those indicated on the instructional message.

2. To compose messages in Meridian Mail:
a. Login to your voice mailbox, using the instructions A.1.

b. Press 75 for message composition.
   **Note:** If you mailbox is full, you will not be able to compose a new message.

c. Input each extension number to which you wish to send this message and press # after each extension number.
   **Tip:** You may also create distribution lists of phone numbers to which you wish to send messages frequently. See **section 3** below.

d. Press # to indicate you have finished entering the extension numbers.

e. Press 5.

f. Wait for the tone.

g. Speak your message.

h. Press # when you are finished to stop the recording.

i. For editing the message, see the table below.

j. To send the message as it is, press 79.

### Creating and editing messages

<table>
<thead>
<tr>
<th>To …</th>
<th>Press …</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pause during recording</td>
<td>#</td>
</tr>
<tr>
<td>Hear the message</td>
<td>2</td>
</tr>
<tr>
<td>Skip backward 5 seconds at a time</td>
<td>1</td>
</tr>
<tr>
<td>Skip forward 5 seconds at a time</td>
<td>3</td>
</tr>
<tr>
<td>Erase the message and re-record</td>
<td>5 (at the beginning of the message)</td>
</tr>
<tr>
<td>Add to the end of the message</td>
<td>5 (at the end of the message)</td>
</tr>
<tr>
<td>Re-record part of the message</td>
<td>5 (at the point of the message you wish to begin re-recording)</td>
</tr>
<tr>
<td>Delete the entire message</td>
<td>76</td>
</tr>
<tr>
<td>Get more information about the message</td>
<td>72</td>
</tr>
</tbody>
</table>

2. To create distribution list:
   **Note:** You may create up to 9 distribution lists each containing up to 99 entries. All members must be in the Asbury College Meridan Mail system.

   a. To create a distribution list:
      1) Login to your voice mailbox, using the instructions in A.1.
      2) Press 85.
3) Enter a number between 1 and 9 to identify this list.
4) Press 5 to compose a distribution list.
5) Enter phone extension number and then press the # after each extension until all desired numbers are included.
   **Note:** To delete the previously entered number in the list, press 0#.
6) When the list is completed, press #.

b. To check the contents of a distribution list:
   1) Login to your voice mailbox, using the instructions in A.1.
   2) Press 85.
   3) Input the distribution list number followed by #.
   4) Press 2 – Meridian Mail will list the extensions in the distribution list.

a. To use a personal distribution list in sending messages:
   1) Login to your voice mailbox, using the instructions in A.1.
   2) Compose a message by pressing 75.
   3) In place of a phone extension to call or forward messages to, input the distribution list number followed by #.
   4) Follow the remaining steps in section D. 2 above “Composing Messages in Meridian Mail”.

b. To delete a distribution list:
   1) Check the contents of a distribution list (step b above).
   2) Press 76.

E. **Express Messaging**
   **Note:** Express messages allow you to quickly send a message to another person’s voice mailbox without logging into your mailbox to compose the message.

1. To access express messaging:
   a. Dial Express Messaging, 2901.
   b. Enter the mailbox to which you wish to leave a message.
      **Note:** A message can only be left for one extension at one time.
   c. Press the #.
d. Wait for the tone.

e. Speak your message.

d. Press # when you are finished to stop the recording.

 e. Hang up when you are finished

F. Making A New Call While Logged Into Meridian Mail

1. To make a new call without logging out of Meridian Mail:

   a. Press 0, but do not pause more than 2 seconds or the operator assistant will come on the line.

   b. Press in the extension you wish to call.

   c. Press #.

   d. Hang up after completing the call.