

HELP DESK

INSTRUCTIONS FOR USING THE ASBURY UNIVERSITY SHORETEL TELEPHONE & VOICEMAIL SYSTEM

To Call Another Extension on Campus

Dial the 4-digit extension number

To Call a Local Number

1. Dial 9
2. Wait for the dial tone
3. Dial the local phone number (all local calls are free of charge)

To Call a Long Distance Number

Dial 9 + 1 and then the number you are calling, including the area code

To Access Your Voice Mail box

On Campus:

1. Select the Voice Mail button on your phone
2. Wait for the voice mail system prompt
3. Dial your voice mailbox password + the # sign

To Record a Greeting for Your Voice Mail box

1. Access your voice mailbox (described above)
 2. Dial 7 + 1
 3. Speak into the phone clearly – make your message brief (Example: “You’ve reached the office of Francis Asbury. Please leave a message after the tone.”)
 4. When you are finished speaking, press the # sign.
- You may change your greeting at any time by repeating this procedure. To delete a greeting, follow steps 1-3 above and then dial 3 to delete the greeting.

To Record Your Personal Verification

1. Access your voice mailbox (described left)
2. Dial 7 + 6
3. Wait for tone
4. Speak your name

To Change Your Password

1. Access your voice mailbox (described left)
2. Dial 7 + 4
3. Dial your new 4-digit voice mailbox password + the # sign
4. Again, dial your new 4-digit voice mailbox password + the # sign
5. Dial your old 4-digit voice mailbox password + the # sign

To Delete a Message

1. At the end of the message, you will hear “End of Message”
2. Dial 3 at this time
3. The system will inform you that the message has been deleted
4. If there are other messages, the system will continue with the next message

It is important that you delete your messages after you have listened to them. If your mailbox fills up, you will lose messages.

To Listen to Your Deleted Messages

As a safeguard against accidental erasures, the system retains deleted messages for a few hours.

1. Access your voice mailbox (described above)
2. Dial 7 + 7

Voice mail plays all the deleted messages still available to the system. During playback, you can manage deleted messages as if they were newly arrived messages. Dial 2 to restore the deleted message to a saved message.

Who to Call About Your Telephone Service and Problems:

Call extension 2177 or email the Help Desk at helpdesk@asbury.edu