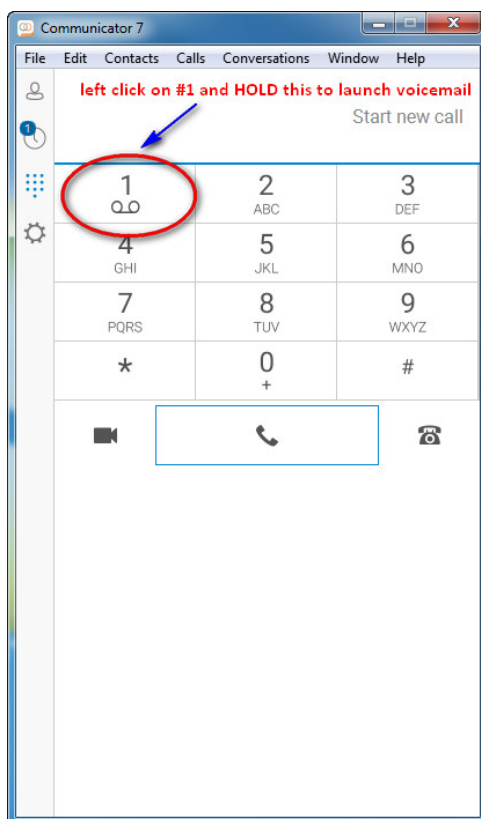


## Communicator 7 - Voice mail setup

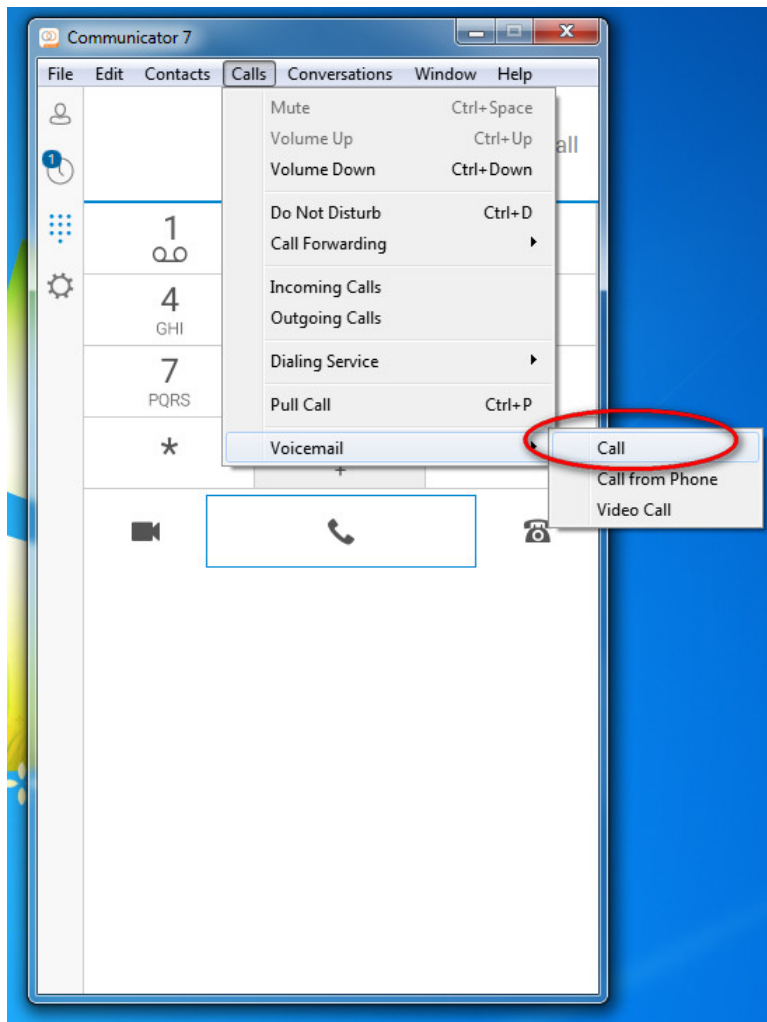
1. Launch the Communicator application as normal by locating the icon on your desktop and double click it.



2. Once logged in, go to the dialing pad, shown below. Left click and HOLD your mouse key down on the #1 key until the voicemail launches. (The symbol below the 1 is an icon of a tape recorder, to help you remember) Think of this as pressing a “button”. IF YOU DO NOT PRESS AND HOLD THIS KEY, YOU WILL ONLY TYPE THE NUMBER 1 IN THE NEW CALL AREA, and the voicemail will not start.



3. Alternately you can go to the voicemail from the CALLS menu, where you will see the voicemail option, press Call:



4. Lastly you can reach the voicemail system by pressing \*62. This is useful for when you are NOT at your own computer. This can be done from a VoIP phone or from the Communicator application.
5. You will hear the following message: “Welcome to the Compilot voice portal system, please enter your passcode and then press the # key.”

**Configuring your voicemail for the first time:**

- A. When asked for a passcode, enter the default passcode – ‘654123’, then press #
  - B. You will then be prompted to enter a new passcode, at least 6 digits in length
  - C. When prompted, re-enter your passcode and press #
6. You will then be given this option: “To access your voice mailbox, press 1”

**\*\*PRESS 1 at this point**

**\*\*IF YOU DO NOT enter 1, you will presented with a number of other voicemail related options. (Please ignore the other options at this time and press 1)**

At this point you will be given several choices. Below is a guide to the menus you will hear. Please review this and have it handy when you setup your voicemail for the first time.

**2 “Busy” greeting - This is when you are on the phone**

- 1 Record
- 2 Listen
- 3 Revert to default
- \* Back
- # Repeat

**Suggested greeting:**

“Hi you’ve reached FIRSTNAME LASTNAME in the \_\_\_\_\_ department at the Faculty of Dentistry, University of Toronto. I am on the phone at the moment. Please leave a message and I will get back to you as soon as I am able. Have a nice day.”

**3 “No answer” greeting – For when you are away from your desk, or on lunch, or away for less than a few hours**

- 1 Record
- 2 Listen
- 3 Revert to default
- \* Back
- # Repeat

**Suggested greeting:**

“Hi you’ve reached FIRSTNAME LASTNAME in the \_\_\_\_\_ department at the Faculty of Dentistry, University of Toronto. I cannot come to the phone at the moment. Please leave a message and I will get back to you as soon as I am able. Have a nice day.”

4 **“Extended away” greeting** - Enable this for when you are on vacation, or away from the office, or to customize a specific alternate greeting. For example:

3 Record  
\* Back  
# Repeat  
1 to activate your “extended away greeting”  
(Remember to remove this on your return)

Suggested greeting:

“Hi you’ve reached FIRSTNAME LASTNAME in the \_\_\_\_\_ department at the Faculty of Dentistry, University of Toronto. I am on vacation from \_\_\_\_\_ to \_\_\_\_\_. Please leave a message and I will get back to you as soon as I am able. Have a nice day.”

Example of an alternate greeting:

“Hi you’ve reached FIRSTNAME LASTNAME in the \_\_\_\_\_ department at the Faculty of Dentistry, University of Toronto. I am out of the office all day today \_\_\_\_\_, if you need immediate assistance please hang up and contact \_\_\_\_\_ at phone number \_\_\_\_\_, or leave a message and I will get back to you as soon as I am able. Have a nice day.”

5 **Compose and send a new message to another voicemail in the VoIP system** – This is useful if you want to voice message someone without calling their number

# to end your recording  
After recording:  
3 to send the message  
1 to change the message  
2 Listen  
6 Mark as urgent  
7 Mark as Confidential  
\* Back  
# Repeat

Example of a greeting:

“Hi you’ve reached FIRSTNAME LASTNAME in the \_\_\_\_\_ department at the Faculty of Dentistry, University of Toronto. I am out of the office all day today \_\_\_\_\_, if you need immediate assistance please hang up and contact \_\_\_\_\_ at phone number \_\_\_\_\_, or leave a message and I will get back to you as soon as I am able. Have a nice day.”