

Initializing your Voice Mailbox

In order to receive messages, you must initialize your mailbox. Follow the instructions below.

Do not hang up until you have completed the tutorial in full. If you do, and you have entered a new security code, you will be forced to change it again when you log back in.

Internally, from your desk phone dial: 5-5555

- The system will ask you to enter your **Security Code**.
- **The temporary security code is: 1234**
- A tutorial will begin to play.

OR

Externally dial: 774-455-5555

- When the system answers, **Press the # key**
Enter your mailbox number (your 5 digit extension)
- **The temporary security code is: 1234**
- A tutorial will begin to play.
- **Enter a new security code** (between 4 & 15 digits in length). **Press [#] key. Re-Enter Security Code** to confirm. **Press [#] key. Do not begin your password with zero.**
- **Record your name**—this is what callers will hear if they send a message to you from within their own mailbox or use the dial by name feature from the Main Access Number to leave you a message.
Press [2] to begin recording
Press [2] to stop recording
Press [5] to save
Press [6] to review
Press [4] to discard
- **Record a personal greeting**—
Press [2] to begin recording
Press [2] to stop recording
Press [5] to save
Press [6] to review
Press [4] to discard

Once you have completed these steps, the system will give you general information. Your mailbox is now ready to accept messages.

For assistance, please call the UMass Customer Support Center at ext. 68643