

**PROCEDURE FOR SETTING OF PASSWORD AND RECORDING OF GREETING MESSAGE FOR  
VOICE MAIL SYSTEM**

**(EFFECTIVE FROM 18 Apr 2019)**

**FOR USERS WITH ACTIVATED VOICE MAIL FACILITY**

**NOTE - 1: The voice mail system is being replaced. Due to which all the voice mail messages currently available in your voice mail box will be deleted forever.**

**NOTE - 2 – Procedure mentioned in section “B” and “C” are for first time use. Subsequently options will be available as per the Voice guide that the user will hear on accessing Voice Mail system.**

**NOTE – 3 – We have two models of digital phones in use. The procedure remains same for both the instrument models and also for Analog phone instruments**

A- How to access Voice mail facility?

- 1) Users are allotted Voice Mail box to help callers to record messages in case of user inability to answer an incoming call.
- 2) The Identification of the user Voice Mail box is same as the user telephone Extension number.
- 3) Users can access their Voice mail box by dialing “85” from own extension OR by dialing “2020” from any other extension OR by dialing 2278 2020 from outside institute telephone network.

B- How to Set Password and record Greeting Message for our Voice mail box?

- 1) After accessing the Voice Mail Box by the method stated in “A” Open the voice mailbox by entering the Default Password which is “0000” for initial access to your voice mailbox or Password set by user.
- 2) System Prompts you to change the secret access code
- 3) For your security, it is recommended that for your passwords: -
  - Use the longest available codes (From 3 to 8 digits)Do NOT use:
  - Passwords that are the same as the mailbox number or the telephone number
  - Passwords that are the same as the mailbox number in reverse order

- Passwords composed of a logical series of figures, for example, 87654321, 97531 or 2468
  - Passwords based on repetition of the same figure, for example: 00000, 111, 7777777
  - A new password that is identical to the old password
  - Create passwords that are not easy to recognize and modify them if you have any doubts about their security.
- 4) Enter a number (3 to 8 digits). This is your new Password.
  - 5) Press “#” to indicate end of Password Entry.
  - 6) The System Plays back the entered Password
  - 7) Press “1” to change the entered Password or “#” to confirm.

#### C- How to Record Greeting Message

- 1) System Prompts you to record your message on accessing through user phone
- 2) On receiving prompt, record message through the mic of the phone.
- 3) Press “#” to indicate end of recording.
- 4) Press “1” to listen again to the recording or “5” to re-record.
- 5) Press “#” to Confirm recording.