

LINCOLN UNIVERSITY
OPENTOUCH VOICEMAIL



HOW TO SETUP YOUR VOICEMAIL

- Connecting from internal set please dial **2800**
- If asked, Press 1 and then enter your 4 digit Ext#. Otherwise, proceed to the next step.
- Please enter the **default password** (13579) The system welcomes you and asks you to **record your name**.
- Please record **your name** and press #.
- To confirm the recording press #.
- Please enter a **new 5 digit password**. The system confirms which password has been recorded.



HOW TO ACCESS YOUR VOICEMAIL

Connecting from your phone after setting up the voice mail:

- Press the Voicemail key, then select **Voice Mail**.
- Enter your **password**.
- The system will provide you with the number of **new messages** received and the number of **messages saved** in your mailbox.



LISTENING TO NEW MESSAGES

- To find out the **number of new messages**, access your **voice mail** box and enter your **password**.
- If your new voice messages are not played automatically, **press 1** to play them.
- To **pause/resume** your consultation **press 2**.
- To archive/save your message **press 9**
- To **delete** a voice mail **press 7** (then 7 again if confirmation is required).
- To listen to the **next message press #**.
- To reply to your **voice message press 8**, when you have finished recording your reply **press #**.
- To **send a copy** of your voice message to someone else **press 6**, when you have finished recording your introduction **press #**.
- For more options **press 0**



ADDITIONAL OPTIONS

- To **listen again** to your message **press 1,1**.
- To **delete** your message **press 7** (then 7 again if confirmation is required).
- To **listen** to the **next message press #**.
- To **reply** to your voice message **press 8**, when you have finished recording your reply **press #**.
- To **send a copy** of your voice message to someone else **press 6**, when you have finished recording your introduction **press #**.



MANAGING YOUR WELCOME GREETING

Welcome greetings are played to callers forwarded to your mailbox. There are 3 different types of welcome greetings available:

- **The standard greeting:**

The standard greeting is a standard text followed either by your name (if you have recorded it via the personal options menu) or by your voice mail number.

- **The personal greeting:**

The personal greeting is an announcement recorded by you and activated via the Greetings Management Menu. It replaces the standard greeting and is played to internal and external callers.

- **Alternate greeting:**

You may record an additional personal internal greeting. This personal greeting will be played to internal callers, while the first personal greeting is played to external callers only.



EXTERNAL VOICEMAIL ACCESS

Connecting from an external set, after setting up voice mail:

- Dial your **DID number XXX-XXX-XXX** and when you are connected to voicemail press **1**
- Enter your **extension number** followed by your voicemail **password**
- **Review messages and select necessary options**

(Note: A separate document will be sent with external access numbers)



THANK YOU FOR CHOOSING
DICE COMMUNICATIONS

