Voicemail Cheat Sheet
Contact Phyllis Hoffman if you have any questions regarding this Voice Mail Cheat Sheet at 670-2308 or phyllis.hoffman@washburn.edu

Voice mail messages that have been played are deleted in seven days.

Record a Personal Verification from your desk
1. Press message key
2. Enter your mail box number & password

Record your Greeting
1. Press message key
2. Enter your mail box & password
3. Press 82
4. Press 1 for external greeting. (internal greetings are not used)
5. To start recording, press 5 6. To end recording press #.

Log In to Voice Mail from your desk
1. Get dial tone
2. Press the Message Key
3. Dial your extension (mailbox) number
4. Press #
5. Dial your password

Log In to Voice Mail from home
1. Dial (785) 670-1700
2. Dial your extension (mailbox) number
3. Press #
4. Dial your password

MyWashburn
1. Click on the University Services Tab
2. Click on the ITS Website link (top left side)
3. Click on Telephone System Help (left side, seven down on list of services)
4. View the right side of the site for general phone information (& vm cheat sheet)

Transfer Express Message
1. Give caller mailbox number
2. Press Transfer
3. Press 1701#
4. Press Connect & hang up
5. Caller will hear... "Mailbox number?"

Change password for any reason
1. While logged into Call Pilot (voice mail)
2. Press 84 (password change)
3. Enter your old/current password#
4. Enter a new 6-digit password; enter this again to confirm.

You will be advised if your password change was successful

Forgotten password/cannot log in to voice mail
1. https://www2-prod.washburn.edu/iss/phones/voicemail/index.php 2. Watch for ticket information in your e-mail or call Phyllis Hoffman at 6702308.
3. When you have been notified that your password has been reset, login in to Call Pilot (voice mail).
4. You will be prompted to enter your password.
5. Enter your temporary password which is 12 + your extension number.
6. You will be advised that the system administrator has made a change & you must enter a new password.
7. Press 84 when prompted.
8. You will be prompted to enter your “old” password; again, enter 12 + your extension number.

Call forward to Voice Mail To activate:
1. Without lifting the handset
2. Press the FORWARD display key
3. Dial the forwarding extension or dial 1700 to forward to voice mail
To cancel:
1. Press the CHECK FORWARD display key
2. Press the CANCEL FORWARD display key
Forwarding Voice Mail

1. During or after message, press 73
2. Enter desired mailbox/ext number
3. Press ##
4. Press 5 to record introduction
5. Press # to end recording
6. When prompted, press 79 to send
   
   *NOTE*: The voice mail message stays in the original mailbox.

Shortcuts While in Your Mailbox:

- Press 1 to skip backward 5 seconds at a time
- Press 2 to play recorded message
- Press 3 to skip forward 5 seconds at a time
- Press 4 to go to previous message
- Press 5 to skip personal greeting
- Press 6 to go to next message
- Press 21 to slow message
- Press 23 to speed up message
- Press 72 to hear date/time of message
- Press 76 to delete message
- Press 83 to disconnect
- Press 84 to change password
- Press 86 to go to specific message
- Press * to get help
- Press # to pause during playback
- Press # during greeting to skip over it