

**PENSACOLA CHRISTIAN COLLEGE®**  
— *and Related Ministries* —

# **Voicemail Guide**

— **Revised 2021** —

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*Welcome to PCC Voicemail, providing voice mailboxes, voice menus, and announcements for departments on the PCC telephone network. Voicemail can be accessed from any campus phone by dialing **8900**.*

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## Voicemail Etiquette

Proper etiquette reinforces a “we care” attitude.

- **Use current and helpful personal greetings.** Your greeting may be a caller’s first point of contact with your department. Greetings should be professional, cordial, and helpful. Keep your greeting current to reassure the caller that he can count on hearing from you.
- **Never hide behind your voicemail!** Always answer your phone whenever possible. Voicemail is designed only to serve as a backup when you are unable to answer the phone yourself. It is not meant to be a call-screening device.
- **Return your calls.** Demonstrate concern for callers by returning their calls as quickly as possible. Even when you cannot fully answer messages, let callers know that you received their messages and will get back with them or that you are referring their call to another person.
- **Check your messages.** Be responsive by checking for messages at least three times a day or whenever your message indicator notifies you of a message.
- **Update your greeting for an extended absence.** When you plan to be out of the office for an extended period of time (such as during your vacation), set up an extended absence greeting to inform callers of your return date, as well as the name of the person covering for you in your absence. To ensure security of your home while you are away, be sure to inform callers that you will be “away from the office” not “out of town.” Remember to change your greeting back to your regular one after you return.

# Operating the Voicemail System

## ■ Log in to your mailbox

- Call PCC Voicemail.
  - From any campus phone, dial **8900**.
  - From a cell or any external locations, dial **850-969-1503**.
- Enter your mailbox number (this is your on-campus extension).
- Enter your password. The first time you log in to a new mailbox, the password will be **1346**. You are required to change your password.
  - Enter your new password followed by #.
  - Enter your new password again followed by #.
- Check another mailbox by pressing \* (star) followed by the mailbox number and password instead of your own.

## ■ Log off

Press **83** to log off or just hang up.

## ■ Record your name greeting

If you have recently changed phone extensions, please update your phone number in Workday. Go to: Personal Information/Contact Information/ Edit/Change My Work Contact Information. (The directories on PCCnet and Employee Services populate from Workday.) And then replace the prior voicemail user's greeting with your own.

- Log in to your mailbox and press **82**.
- Press **9** for name greeting.
- Press **1** to review the current name; then follow the prompts.
- Press **2** to record new name. At the tone, state your **name** and **mailbox number**. Press **#** to end recording.
- You will then be given these options:

| Press    | To                      |
|----------|-------------------------|
| <b>1</b> | Accept the recording    |
| <b>2</b> | Re-record               |
| <b>3</b> | Delete                  |
| <b>4</b> | Review                  |
| <b>#</b> | Return to previous menu |

## ■ Record personal, internal, and extended absence greetings

- Log in to your mailbox and press **82**.
- Select greeting to record.
  - Press **1** for your **personal greeting** (to callers from external phones).
  - Press **2** for your **internal greeting** (to callers from extensions within the ministry).
  - Press **3** for **extended absence greeting** (to callers when an extended absence greeting is set to override normal greetings; use this when you will be out of the office for multiple days).
- Follow the prompts to record a message and press # when you have finished your recording.
- You will then be given these options:

| Press    | To                      |
|----------|-------------------------|
| <b>1</b> | Accept the recording    |
| <b>2</b> | Re-record               |
| <b>3</b> | Delete                  |
| <b>4</b> | Review                  |
| <b>#</b> | Return to previous menu |

- To set your extended absence greeting to override other greetings while you are away, do the following steps:
  - Log in to your mailbox and press **82**.
  - Press **4** to change your location (this turns on/off your previous extended absence greeting).
  - Press **2** before your absence to change your location to extended absence and turn on your extended absence greeting.
  - Press **1** when you return to change your location to in office to revert to using your standard greetings.

## ■ **Sample Greetings**

- **Regular Voicemail Users**

*This is (your name). Please leave your name, number, and message; and I will get back with you shortly. Thank you.*

- **Voicemail Users with Option for Immediate**

**Assistance** (Contact Telecom to set up this greeting.)

*This is (your name). Please leave your name, number, and message; and I will get back with you shortly. For immediate assistance, please press 0 now. Thank you.*

- **Voicemail Users with an Extended Absence**

*This is (your name). I will be out of the office until (day/date). Please leave a message and I will get back with you when I return. Thank you.*

## ■ **Change your password**

- Log in to your mailbox and press **84**.
- Enter your new private password followed by #.
- Enter your new private password again followed by #.

## ■ **Navigate within your messages**

- Log in to your mailbox. (You will be informed of any new messages.)
- Press **2** to listen to your first message.
- Press **6** to skip the current message without deleting it and go to the next message.
- Press **76** to delete the current message and go to the next message. (You may retrieve the deleted message by pressing **76** again.)
- Press **4** to return to the previous message.
- Press **1** to move 5 seconds back in the message.
- Press **3** to move 5 seconds forward in the message.



## ■ **Reply to sender**

- Press **71** immediately after listening to a message to leave a reply in the sender's mailbox (does not work for external calls).
- Press **5** to record your reply. (Wait for the tone to begin recording.)
- Press **#** to end recording.
- Press **79** to send the message.

## ■ **Call the sender**

- Press **9** immediately after listening to a message to call the sender (does not work for external calls).
- Speak to the sender or leave a message.
- Hang up when you are finished with the call.

## ■ **Forward your messages**

- After listening to a message, press **73** to forward the message to another PCC voice mailbox.
- Enter each mailbox number followed by **#** until the list is complete.
- Press **#** again to end list of mailboxes.

- Press **5** to record an introduction.
- Press **#** to end recording.
- Press **79** to send the message.

## ■ **Check messages**

- Log in to your mailbox (dial **8900** and enter your password).
- If you have messages, you will be told how many messages you have. Messages will automatically start to play.
- You then have these options:

| <b>Press</b> | <b>To</b>            |
|--------------|----------------------|
| <b>2</b>     | Replay messages      |
| <b>76</b>    | Delete a message     |
| <b>71</b>    | Reply to sender      |
| <b>74</b>    | Reply to all         |
| <b>73</b>    | Forward the message  |
| <b>72</b>    | Play the envelope*   |
| <b>9</b>     | Call back the sender |

\*The envelope gives the return address (telephone number and date and time of the call) and the recipient's address (your greeting).

- **If you have no messages**, you will be given these options:

| <b>Press</b> | <b>To/For</b>                       |
|--------------|-------------------------------------|
| <b>82</b>    | Change greetings                    |
| <b>84</b>    | Change password                     |
| <b>85</b>    | Distribution lists (follow prompts) |
| <b>5</b>     | Distribution list maintenance       |
| <b>86</b>    | Review your messages                |
| <b>83</b>    | Log off                             |

■ **Compose and send a message (express messaging)**

- Log into your mailbox and press **75**.
- Add all destination mailboxes, entering # after each. End your list with an extra #.
- At the tone, speak your message. Press # to end.
- You will then be given these options:

| <b>Press</b> | <b>To</b>                   |
|--------------|-----------------------------|
| <b>2</b>     | Review your message         |
| <b>5</b>     | Add to the message          |
| <b>70</b>    | Change your message options |
| <b>79</b>    | Send message                |

## ■ Tag a message

When you create a message, you can tag it to indicate that you want it handled in a special way.

*Urgent* messages are announced when the recipient logs in.

*Acknowledgment* messages send you a confirmation message when the recipient plays your message.

*Timed delivery* messages are sent at a specific time on a specific date.

If you call and leave a message, only **urgent** and **confidential** tags are available. If you are calling from within your mailbox, **acknowledgment** is also available. **Timed delivery** is available by calling from within your mailbox or through express messaging.

### To tag a message

- Before sending a message, hear these options, and then press 70:

| Press    | To mark         |
|----------|-----------------|
| <b>1</b> | Urgent          |
| <b>4</b> | Confidential    |
| <b>5</b> | Certified       |
| <b>#</b> | Message options |

- After tagging the message, press **79** to send it.

### To remove a tag (Urgent or Confidential only)

- Before sending the tagged message, hear these options, and then press **70**:

| Press    | To                             |
|----------|--------------------------------|
| <b>1</b> | Remove <b>Urgent</b> tag       |
| <b>4</b> | Remove <b>Confidential</b> tag |

- Then choose an option:

| Press    | To/For              |
|----------|---------------------|
| <b>2</b> | Date and time       |
| <b>3</b> | Forward message     |
| <b>5</b> | <b>Send message</b> |
| <b>6</b> | Delete message      |
| <b>#</b> | Return to main menu |

## ■ Use a distribution list

Distribution lists let you combine mailboxes into groups, allowing you to send messages to multiple mailboxes at the same time. Use a list for a frequently called group of recipients to save time instead of entering a series of mailbox numbers. You can create up to nine personal distribution lists, each containing up to ninety-nine entries.

### To create a personal distribution list

- Log in to your mailbox and press **85** for voicemail.
- Press **1** to change auto-forwarding.
- Press **2** for notification options.

- Press **5** for distribution list maintenance.
- Enter a number from one to nine to identify this list; then press **#**.
- Press **5** to create the list.
- Enter each mailbox number; then press **#** (or you may use name addressing—see “Address a message” below). Continue to enter mailbox numbers followed by **#** until the list is complete; then press **#** again.
- To delete a number immediately after you enter it, press **2** when asked if this is correct.

### **To play, edit, or delete a distribution list**

- Log in to your mailbox and press **85**.
- Enter the distribution list number; then press **#**.
- Press **2** to play the list.
- Press **5** to add numbers. Enter each number; then press **#**. When the list is complete, press **#** again.
- To delete an entire list, press **76**. You can restore it by pressing **76** again immediately after deleting it.
- To re-record part of the message, press **5** while at the place in the message where you want to start. Wait for the tone; then record. Press **#** to end the recording.
- Press **76** to delete the message entirely.

## ■ Address a message

You can use name addressing for addressing a message, for creating a distribution list, or for express messaging by spelling the name on your telephone keypad.

- Press **75** to compose a message; when prompted, press \* to address by name.
- Spell the last name using the touch pad. For example, for Q, press 7; for Z, press 9. System will identify the potential name after a few letters.
- Prompt will ask, “Correct?” Press **1** for yes; **2** for *no*.

## ■ Transfer call to a voice mailbox

- Ask caller to hold while you transfer call.
- Press **Transfer** button on phone.
- At voice prompt, enter recipient’s mailbox number followed by #.
- Press **Transfer** button again.
- Hang up. The call will be transferred to recipient’s mailbox.

## Questions?

Call the PCC Telecommunications Help Desk at extension 8353 (TELE).