Tip of the Week #2: Deleted Voice Message Retrieval and Softkey Tip

*Voice Mail Tip: Deleted Voice Message Retrieval and Management*
You may recall on the old voice mail system that if you deleted a message after listening to it, the message would be gone forever once you hung up. Now, deleted messages remain available and can even be saved back to your Inbox for at least 24 hours. There are two ways to access deleted messages.

-From your phone: Log into voice mail. From the Main Menu:
  -Press 5 - Manage Personal Options, then
  -Press 7 - Manage Deleted Messages, then
  -Press 1 - Manage Deleted Voicemail.
  -Press 1 - Listen to deleted messages (only works if you have a deleted message marked ‘new’)
  -Press 4 - To restore all messages
  -Press 5 - Erase all messages.
  -Press * - At any time to return to the previous menu

-Online: Enter ‘voicemail.westmont.edu’ into Mozilla Firefox, then your e-mail name and passcode. Click on ‘Deleted items’ to access your deleted messages.  
*Note: Accessing deleted messages online is not currently supported in Internet Explorer.*

*Telephone Tip: Redirect Softkey*
* Take a look at the display on your phone. Notice “REDIR” on the bottom line? This corresponds to the button, or Softkey, directly below it. REDIR stand for "redirect." Redirect immediately sends an incoming call to the number you have set your phone to forward to when you do not answer. In most cases this would be voice mail, or 6775. Some examples of when this feature might be useful are:
  1. Based on the number displayed for an incoming call, you prefer that it go straight to voice mail.
  2. You are actively in a face-to-face conversation and do not want the ringing phone to disturb you.
   Instead of leaving the phone to ring four times before being forwarded, you can press the REDIR button and the call will be sent to voice mail immediately.