Voice Mail Status Settings and Instructions

Voice mail’s status-options make it easy to inform callers of your status. Follow these simple steps to set your Status.

1. Log into Visual Voice Mail using any web browser using your email ID and password. (http://voicemail.westmont.edu)

2. On the Welcome/Inbox page click on the Status pull-down menu,

   a. Select your Status. Options available are:
      i. Available (default)
      ii. Away from Desk
      iii. Do Not Disturb
      iv. Gone Home
      v. In A meeting
      vi. Out of the Office (*)
      vii. Out of Town (*)
      viii. On Vacation (*)
      ix. Working from Home

      Note: (*) indicates that the Out of Office Greeting option is available when this status is used. See details under More Options below.

3. Ensure your status setting is set to play for callers.
   a. Click on the Options pull-down menu and choose Telephone Interface

   b. Under the Mailbox Greetings section make sure the box highlighted below is checked.

      Mailbox Greeting:
      - Play my recorded greeting
      - Play my mailbox name when I login to Voicemail
      - Play my mailbox name when callers reach my Voicemail
      - Play my status when I login to Voicemail
      - [ ] Play my status when callers reach my Voicemail
      - [ ] Play my out of office greeting to callers when my status enables it

      Hint: An easy reminder that your status is changed is to check the box for “Play my status when I login to Voicemail.” Uncheck the box when you log in to change your status back to Available.

4. You’re done. When you return it is necessary for you to manually restore your status to Available.
   There are additional options available to you. Continue reading if interested in learning more about these.
More Options:

**Option 1 - Out of Office Greeting (or Alternate Greeting)**
The Out of Office Greeting permits you to use an alternate greeting that callers will hear when the statuses noted are in use. It is an entirely separate recording so that you can restore your normal greeting when you return. There are two steps you must take for the Out of Office Greeting to work.

1. Check the box next to “Play my out of office greeting to callers when my status enables it” in the Options/Telephone Interface/Mailbox Greetings list.
2. You will need to record your Out of Office Greeting. Dial into voice mail and at the main menu select 5, then 4, then 3.

**Option 2 – Until**
Several Status choices will display an “Until” button. This option allows you to set an Until Date and/or Time and provide callers with an estimated time for your return. Click the “Until” button and follow the instructions. Note: *Voice mail will not automatically restore your status to Available* on the date or at the time you select, you must manually reset your status to Available.

**Option 3 – Operator Number**
If you want to give callers an option to press Zero and be connected to someone else, for instance an administrative assistant, select Operator Number under the Options pull-down menu and enter that person’s extension number. You will want to make sure your greeting informs callers to press Zero to reach “so-and-so.”

**Option 4 – Play Mailbox Name, Status, and/or Greeting**
Your voice mailbox greeting actually consists of three segments. By default, the first segment a caller hears is your mailbox name; the second is a system prompt that indicates your status; and the third is your recorded greeting.

Although you have the option to choose which segments callers will hear, only two variations provide continuity to your greeting. The first is the default which plays the mailbox name, then the status, then the greeting. The second is to have only your greeting play. In this case you would simply uncheck the box next to play mailbox name and status. Either way, when you set up an Out of Office Greeting option the out of office greeting you record will play during the greeting segment.

**Caution! – Telephone Interface Options Page**
At the bottom of the page is a checkbox to “Disallow external callers to leave messages” option.

The “external callers” is misleading and if checked, no callers will be permitted to leave a message. The only time this box should be checked is when you will be away for a long term and not checking messages, for example during a sabbatical or while gone for a semester with an off-campus program.