First Time Set Up From A Phone

Before you begin setting up your voice mail greeting, you will need to know your PIN. Your PIN will be sent to you in an e-mail message from Microsoft® Outlook. The first time you dial into your mailbox you will be asked to set up your greeting and name identifier. It is good customer service and phone etiquette to record a personalized greeting.

- Press the Message button on your desk phone or dial the access phone number: x.8888, or from off campus 508-793-8888.
- If you are not calling from your office phone, you will need to enter your 4 digit extension. The automated system will pronounce your name.
- Enter your PIN and press #. You will be asked to change your PIN #. It must be 6 digits and due to the increased access with Unified Messaging, the PIN must be changed at least every 365 days.
- Follow the prompts to record your name in your own voice. This will serve as identification to you callers.
- Follow the prompts to record a personal greeting which will be played to callers when you are not able to answer. You can always change this later. (If you don’t record a greeting, a standard greeting will be played.)
- The first site setup is complete when you hear the system say: "Your voice mail has been set up. Please say voice mail, e-mail, calendar, personal contacts, directory or personal options."