Voicemail

External Voicemail Access

- Dial your direct number
- Press * key
- Enter **5-digit extension #**
- Enter your **PIN, #**

Main Menu:

- 1 Listen to messages
- 2 Send a message
- 3 Review old messages
- 4 Setup options

Greetings

- 4-1-1 Re-record Standard Greeting
- 4-1-2 Re-record Alternate Greeting
- 4-3-2 Re-record Name
- 4-3-1 Change PIN

Direct to Voicemail

To leave someone a voicemail message without having to call them:

- Press * + 5-digit extension

Check Messages

To check for messages after logging in:

- Press 1 to listen to new messages
- Press 3, then 1 to review saved messages
- Press 3, then 2, then 1 to listen to deleted messages

The following options can be used while listening to your mail:

1	Restart	6	Fast Playback
2	Save	7	Rewind
3	Delete	8	Pause or Resume
4	Slow Playback	9	Fast forward-End
5	Change Volume	#	Skip Message
		##	Keep Msg. New

After listening to messages:

1	Replay	6	Mark As New
2	Save	7	Skip Back
3	Delete	9	Msg. Properties
4	Reply	*	Cancel Playing Msg
5	Forward	0	Help

Leaving Messages

For callers to leave you a message, they would dial 860-43X-XXXX where "X" is your 5-digit extension #.

Managing your Voicemail from your Computer

Web Inbox-Visual voicemail through your computer

- Access: https://voicemail.ccsu.edu
- A security page will appear, press **"Continue to this website".**
- **User Name: BlueNet Username**
- **Password: BlueNet Password.**
- Select **Web Inbox**.

To view and listen to voicemail:

- New unheard messages are bolded. Old messages are not bolded.
- Place your mouse over the message and click the play button to hear the message.

To log off Web Inbox:

- Click the **Sign Out** link in the upper-right corner.

Messaging Assistant-Change your VM PIN

- Click on **Messaging Assistant** after logging in.

To change your VM PIN:

- Click **Passwords** drop down.
- Select **Change PIN.**
- Enter new voicemail PIN and enter it again to confirm using digits 0-9.
- Select **Save.**

To log off Messaging Assistant:

- Click the **Sign Out** link in the upper-right corner.