

# Summit Campus

## MERIDIAN MAIL USER GUIDE

**VOICE MAIL ACCESS NUMBER: 6245**

**EXPRESS MESSAGING ACCESS NUMBER: 6244**

### 1. LOG ON

From own telephone with a **MESSAGE** key:

- a. Lift handset or listen for dial tone
- b. Press **MESSAGE** key
- c. When prompted for mailbox, enter your extension number plus #
- d. **OR** when prompted for mailbox, enter #
- e. Enter password plus # (**initial password is your extension #**)

From own telephone without **MESSAGE** key:

- a. Lift handset or listen for dial tone
- b. Dial MERIDIAN MAIL extension **6245**
- c. When prompted for mailbox, enter your extension number plus #
- d. Enter password plus # (**initial password is your extension #**)

From a telephone other than your own:

- a. Lift handset or listen for dial tone
- b. Dial MERIDIAN MAIL extension **6245** or press **MESSAGE** key
- c. When prompted for mailbox, enter your extension number plus #
- d. Enter password plus # (**initial password is your extension #**)

From a telephone outside the office:

- a. Lift handset or listen for dial tone
- b. Dial **510 869-6245** (or toll free 888-276-5558)
- c. When prompted for mailbox, enter your extension number plus #
- d. Enter password plus # (**initial password is your extension #**)

### ALTERNATIVE LOG ON

To log on to your mailbox after leaving a message:

- a. After completing the message, press # then 79 to send message
- b. Press **81**, which will give the log in prompt
- c. When prompted for mailbox, enter your extension number plus #
- d. Enter password plus # (**initial password is your extension #**)

## 2. LOG OFF

Note: Always log off after a voice mail session to ensure port availability.

- a. Press **83**, MERIDIAN MAIL will say "*Goodbye*"

## 3. CHANGE PASSWORD

Password must be a minimum of **4 to 16** digits

- a. **Log on to MERIDIAN MAIL**
- b. Press **84**
- c. Enter new password plus #
- c. Enter new password plus #
- d. Enter old password again plus # (Hear.. "*Your password has been changed*")
- f. Press **83** to log off

## 4. RECORD PERSONAL VERIFICATION

- a. **Log on to MERIDIAN MAIL**
- b. Press **89** (Hear.. "*The personal verification is...*" or "*There is no name for personal verification of mailbox...*")
- c. Press **5** to record and wait for tone, then speak your name.
- d. Press # to stop recording (Hear.. "*The personal verification is...*")  
Press **2** to hear name again  
Press **76** to delete  
Press **5** to re-record and # to stop recording
- e. Press **83** to log off

## 5. RECORD OR CHANGE PERSONAL GREETINGS

**Note: We recommend that you record ONLY an external greeting. This greeting will then be played to BOTH internal AND external callers.**

To record **External** Greeting:

- a. **Log on to MerMail**
- b. Press **82**
- c. Press **1** for **External** Greeting
- d. Press **5** and wait for tone to record
- e. Press # when greeting is completed to end recording  
Press **2** to replay greeting  
Press **76** to delete greeting  
Press **5** to re-record and # to stop recording
- f. Press **83** to log off

To record **Internal** Greeting:

- a. **Log on to MerMail**
- b. Press **82**
- c. Press **2** for **Internal** Greeting
- d. Press **5** and wait for tone to record
- e. Press # when greeting is completed to end recording  
Press **2** to replay greeting  
Press **76** to delete greeting  
Press **5** to re-record and # to stop recording
- f. Press **83** to log off

## **PERSONAL GREETINGS CONTINUED**

To record **Temporary** Greeting (note: Temporary Greetings are typically used during extended absences such as vacations. Temporary Greetings encourage the caller to listen carefully to the entire greeting):

- a. **Log on to MERIDIAN MAIL**
  - b. Press **82**
  - c. Press **3** for **Temporary** Greeting
  - d. Press **5** and wait for tone to record
  - e. Press # when greeting is completed to end recording  
Press **2** to replay greeting  
Press **76** to delete greeting  
Press **5** to re-record and  
# to stop recording
  - f. Press **9** to set the expiry date and time  
“Expiry Month” enter **number** plus #  
“Expiry Day” enter **number** plus #  
“Expiry Time” enter **number** plus #  
Press **1** for **a.m.** or **2** for **p.m.**
  - g. Press **83** to log off
- 6. TO PROGRAM A PERSONAL DISTRIBUTION LIST**
- a. **Log on to MERIDIAN MAIL**
  - b. Press **85**
  - c. As prompted, enter the distribution list number (1-99) plus #
  - d. Press **5** to record mailbox numbers
  - e. Enter mailbox numbers separated by #
  - f. Press **0 plus #** to delete the last mailbox number entered
  - g. Press an additional # to complete the list
  - h. Press **2** to review distribution list
- 7. PLAYING YOUR MESSAGES**
- a. **Log on to MERIDIAN MAIL**
  - b. Press **2** to play message
  - c. Press **2** to play message again
  - d. Press # to pause during playback
  - e. Press **2** to continue
  - f. Press **1** to skip backward 5 seconds
  - g. Press **3** to skip forward 5 seconds
  - h. Press **76** to delete message
  - i. Press **76** to restore message

**Note:** Messages are automatically saved unless deleted by user or system parameters.

**8. NAVIGATING BETWEEN MESSAGES**

- a. Press **6** to move to next message
- b. Press **4** to move to previous message
- c. Press **86 plus message number plus #** to “go to” a specific message

**9. REPLY TO MESSAGES/CALL SENDER/FORWARDING MESSAGES**

To **reply** to a message from another MERIDIAN MAIL user

- a. Press **71** to reply
- b. Press **5** and wait for tone to record your reply
- c. Press **#** to stop recording
- d. Press **2** to play message
- e. Press **76** to delete **OR**
- f. Press **70** to hear options for tagging the message (optional)
- g. Press **79** to send message

To **reply** to a distribution message or to all mailboxes that received original message

- a. Press **74** to reply all
- b. Press **72** to hear list of users who will receive your reply (optional)
- c. Press **5** and wait for tone to record your reply
- d. Press **#** to stop recording
- e. Press **2** to play message
- f. Press **76** to delete **OR**
- g. Press **70** to hear options for tagging the message (optional)
- h. Press **79** to send reply message

To **call** the MERIDIAN MAIL user when listening to the message

- a. Press **9** which rings the user’s telephone

To **forward a message** from you mailbox to another user’s mailbox

- a. Press **73** for the forwarding prompt
- b. Enter the mailbox number plus **#**
- c. Enter additional mailbox numbers separated by **#**
- d. Press additional **#** to end the list
- e. Press **5** and wait for tone to record your message
- f. Press **#** to stop recording
- g. Press **2** to play message
- h. Press **76** to delete **OR**
- i. Press **70** to hear options for tagging the message (optional)
- j. Press **79** to send the message

**10. COMPOSE A MESSAGE**

Allows leaving a message in multiple mailboxes

- a. **Log on to MERIDIAN MAIL**
- b. Press **75**
- c. As prompted, enter mailbox number plus #
- d. Enter additional mailbox numbers separated by #
- e. Press additional # to end the list
- f. Press **5** and wait for tone to record your message
- g. Press # to stop recording
- h. Press **2** to listen to message
- i. Press **76** to delete **OR**
- j. Press **70** to hear options for tagging the message (optional)
- k. Press **79** to send message
- l. Press **83** to log off

**11. TAGGING MESSAGES**

To tag a message before pressing **79** to send

- a. Press **70** for message option
- b. Press appropriate option number
  - **1** is Urgent
  - **4** is Private
  - **5** is Acknowledge
  - **6** is Time or Future Delivery (additional prompts required)

**12. THE HELP SERVICE**

- a. Press **\*** for general help
- b. Press **7\*** for message command help
- c. Press **8\*** for mailbox command help

**13. TO BYPASS PERSONAL GREETING**

- a. Press **5** or #
- b. Wait for tone and record message

**14. EXPRESS MESSAGING**

To leave a message for someone without directly ringing their extension

- a. Dial **6244**
- b. When prompted enter **mailbox number** plus #
- c. Wait for tone and record message
- d. Hang up when finished

To Transfer a caller to Express Messaging, with caller on the line

- a. Press the **TRANSFER** key, you will hear beeps followed by dial tone (caller is placed on hold automatically)
- b. Dial **6244**
- c. When prompted enter **mailbox number** plus #
- d. Immediately press the **CONNECT** or **TRANSFER** key, so caller can hear greeting

**Main Menu**

1 Skip Backward  
2 Play  
3 Skip Forward  
4 Previous Message  
**5 Record**  
6 Next Message  
7 Message Commands  
8 Mailbox Commands  
9 Call Sender  
\* Help  
0 Thru Dial/Attendant  
# Stop/Exit  
23 Play Faster  
21 Play Slower

**Message Commands 7X**

71 Reply  
72 Play Envelope  
73 Forward  
74 Reply All  
**75 Compose**  
76 Delete/Restore  
77  
78  
79 Send  
7\* Message Help  
70 Message Options  
7# Cancel/Exit

**Mailbox Commands 8X**

81 Log In  
82 Greetings  
83 Log Off  
84 Password Change  
**85 Distribution Lists**  
86 Go To Message  
87  
88  
89 Personal Verification  
8\* Mailbox Help  
80 Mailbox Options  
8# Cancel/Exit

**Message Options 70X**

701 Urgent  
702 Standard  
703 Economy  
704 Private  
705 Acknowledge  
706 Timed Delivery  
707  
708  
709  
70\* Options Help  
700  
70# Cancel/Exit

**Mailbox Greetings 82X**

821 External Greeting  
822 Internal Greeting  
823 Temporary Greeting  
824  
825  
826  
827  
828  
829  
82\* Greetings Help  
820  
82# Cancel/Exit