



First Time Set-Up Guide for Polycom Voice Mail System

The following instructions are valid for the new Polycom phone and voice mail system that is being deployed college-wide as early as February 2017. Before setting up your new voice mailbox, you should have already retrieved messages from your old voice mail box. Messages will not be transferred over from the current NEC system to our new cloud-based platform.

Before You Start

The first time you access your new voice mailbox, you will be prompted to set up a new passcode and record your name. You will need the following information to successfully perform this task:

Internal Number: 7-9900 (or press the Vmail key on your phone screen)
From Outside the College: 240-567-9900
Your Current 5-digit Extension: 7XXXX Your
Temporary Passcode: 1234#

Gaining Access to Your New Voice Mailbox

To access your voice mailbox, follow these simple steps:

1. Press the Vmail key on your phone screen or call 7-9900 or 240-567-9900 to access the new system
2. When prompted, enter your temporary passcode followed by the # key (1234#)
(FYI, if you are calling from outside the College, you will be prompted to press the * key followed by your 5-digit extension before entering your passcode.)

The first time you access your voice mailbox, you will be prompted to change your passcode and record your name. You can also record a personalized greeting. Follow the instructions below to complete the set-up of your new voice mailbox.

Setting up your new passcode

Your passcode must be a minimum of 4 digits and cannot be the same as your extension. Enter your new passcode followed by the # key. For confirmation, you will be prompted to enter your new password again followed by the # key. Your passcode will now be changed. This new passcode must be used to access your voice mailbox in the future.

Recording your voice mailbox name

Next you will be prompted to record your name to identify your voice mailbox to callers. Record your name after the prompt, then press the # key to stop recording. To save your name recording, press the * key. Your recording will now be saved and your voice mailbox is ready to be used.

To set up a personalized greeting for callers to hear when they reach your mailbox, continue the set-up process using the following instructions.

Recording your Busy and No Answer personalized greetings

Personalized greetings allow you to use different greetings for different caller scenarios. For example, a “Busy” greeting will be played for callers if you are on the other line or have your phone set to Do Not Disturb. Whereas, a “No Answer” greeting will be played if your phone rings and is not answered. If you do not record personalized Busy and No Answer greetings, by default, the caller will hear only the recorded name when the call goes to voice mail.

After setting up your new passcode and recording your voice mailbox name, follow the instructions below to set up your Busy and No Answer greetings.

1. Select Menu Option 1 to go to your voice mailbox
2. Select Menu Option 2 to record your Busy greeting
3. You will be prompted to press 1 to begin recording your Busy greeting followed by the # key when you are done
4. Record your Busy greeting followed by the # key; your Busy greeting is now recorded and active
5. Press the * key to return to the previous menu so you can follow the prompts to record your No Answer greeting
6. Select Menu Option 3 to record your No Answer greeting
7. You will be prompted to press 1 to begin recording your No Answer greeting followed by the # key when you are done
8. Record your No Answer greeting followed by the # key; your No Answer greeting is now recorded and active

Congratulations, you have successfully completed the initial set-up for your *new* voice mailbox. You may now hang up your phone. In addition, you may change your voice mail options at any time through the use of your phone or voice mail portal functions.