Research and Training Voice Mail System

Setting up your new Voice Mail Box from *YOUR* telephone

1. **Dial 5999**
2. **The voice mail will repeat the number of the mailbox and welcome you to the message center.**
3. **Follow the on line prompts exactly or the system will not accept the changes.**
4. **If you phone is currently forwarded cancel all forwarding that is currently set on your telephone.**
5. **Set the forwarding to voice mail. Normally forwarding is set to go to voice mail when the line is busy or if it is not answered.**

Cancel and forwarding codes are as follows:

**6 cancels call forwarding to another number if your telephone is busy
##6 cancels call forwarding to another number if your telephone does not answer.

*6 + 5999 sets forwarding to voice mail if your telephone is busy
#6 + 5999 sets forwarding to voice mail if your number does not answer.

The number of rings on your telephone before it forwards to voice mail is FIXED in the system and CANNOT be changed. It will re-direct in 10 to 12 seconds.

Setting up your Voice Mail from outside the Hospital

1. **Dial 341-5999. Use area code 206 if calling from outside the area code.**
2. **The voice mail will say " Welcome to the message Center, please enter a mailbox number or wait"**
3. **Dial the last 4 digits of your telephone number and press * (star) on your dial. This will signal the system you are the owner of the box and will prompt you through the setup process.**
5. **Forward your number to the Voice Mail system per the instructions above.**

RETRIEVING MESSAGES

From your telephone dial 5999 and enter your passcode when the system answers.

From another R and T telephone dial 5999. If the system asks for a passcode dial the star (*) key then enter your 4 digit phone number plus * again, enter your passcode.   If it does not ask for a passcode dial your 4 digit number plus * (star), dial your passcode when prompted

Voice Mail HELP line: 731-3208