Adjunct Voicemail (FAQ)

Background

The John Jay Department of Information Technology (DoIT) sought and was awarded a Microsoft grant which has been used to provide adjunct faculty with a unique college phone number and voicemail. In spite of the lack of adjunct office space and phones, this project provides voicemail for all adjuncts that is delivered directly to their college email account. As voicemail is integrated with their email inbox checking messages for each adjunct is as simple as checking their email. In this way other faculty, staff and students have an additional channel through which to communicate with adjuncts that does not involve leaving a message on a general departmental number or shared phone. When coupled with listing each adjunct's unique John Jay number in the college phone directory this system provides a more streamlined for adjunct voice communication.

Common Questions

1. **What is being provided to part time faculty?**

   In the fall 2009 semester all part time faculty members will be provided a dedicated 646-781-xxxx phone number connected to voicemail that is delivered to their email inbox.

2. **How do I hear voice messages on the system if they are in my inbox?**

   If you are using outlook there will be a play button on the message. If you are reading your mail from a mobile device or other email software the voicemail will be attached as a sound file. Simply open the attachment and the default sound player for your device or computer will play it. For step by step instruction see "*Accessing Your Voicemail* " below.

3. **Does the system include caller ID?**

   Yes. Voice messages that appears in you inbox will have a phone number and time of call in addition to the voice message.

4. **Can I use the system to make and receive calls?**

   Yes. If you have a computer on campus DoIT will provide you a phone to make and receive calls using this number. (See "*Making Calls*" below)

5. **How do I find out what my new John Jay phone number and pin is?**

   When your account was first setup you were send an email with these numbers (See image 1). In addition your phone number can be found by searching the phone directory in Outlook or on the college website.

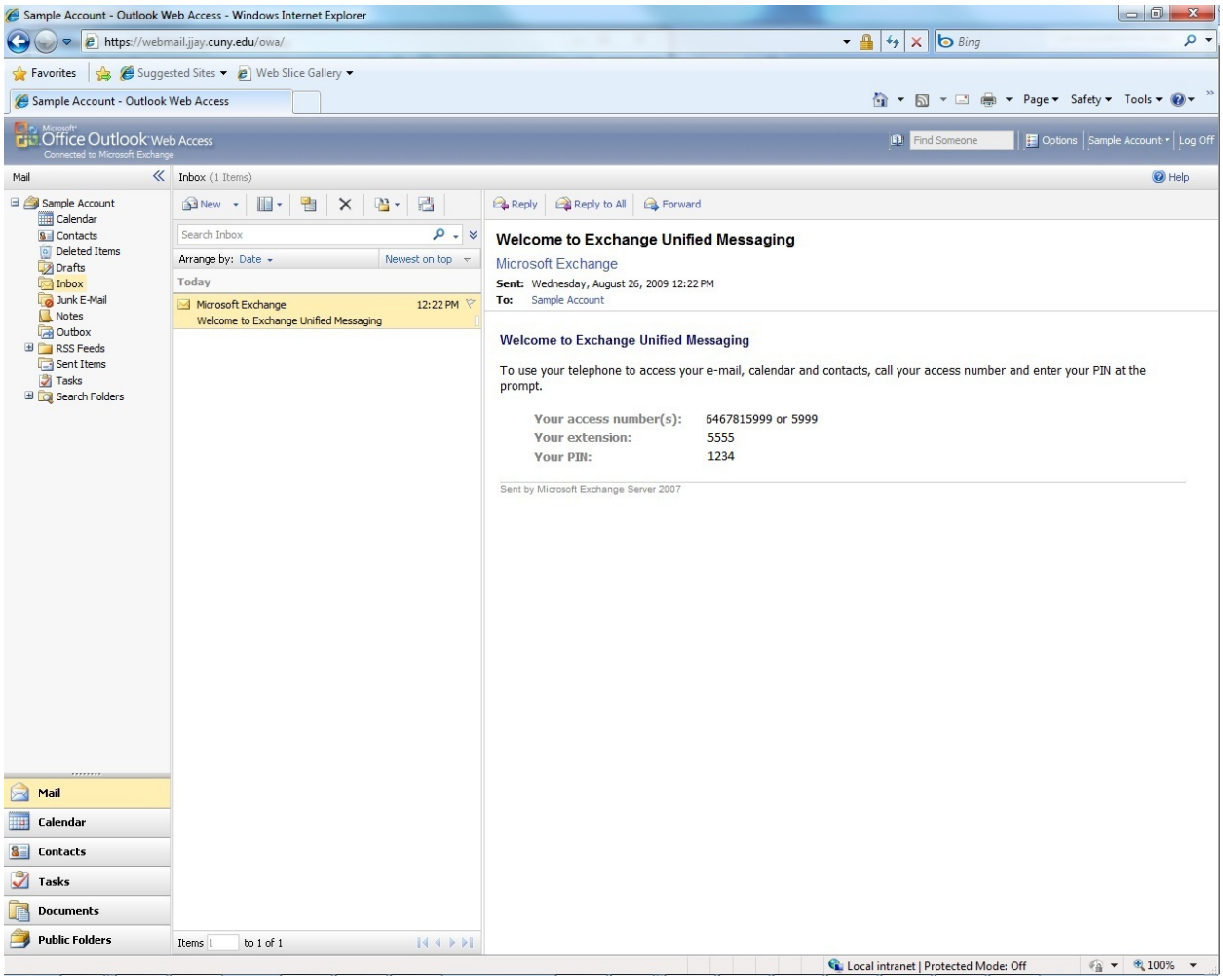

Image 1

6. Does DoIT offer training on the new system?

Yes. Instruction Technology Support Services (ITSS) offers training on how to use the new system. Email Margaret Murphy mamurphy@jjay.cuny.edu for more details.

7. I have a fulltime position at the college that provides me with a non-shared phone. Which phone will be listed for me in the directory?

The number that you have been provided in the fulltime position will be advertised.

8. Where can I go if I am having problems using the system?

For assistance with using the new system contact the Department of Information Technology at 212-237-8200 or by emailing helpdesk@jjay.cuny.edu.

Accessing Voicemail

There are two options for accessing your voicemail:

Option 1: Checking Voicemail via email

1. Open your web browser and point it to http://webmail.jjay.cuny.edu/owa

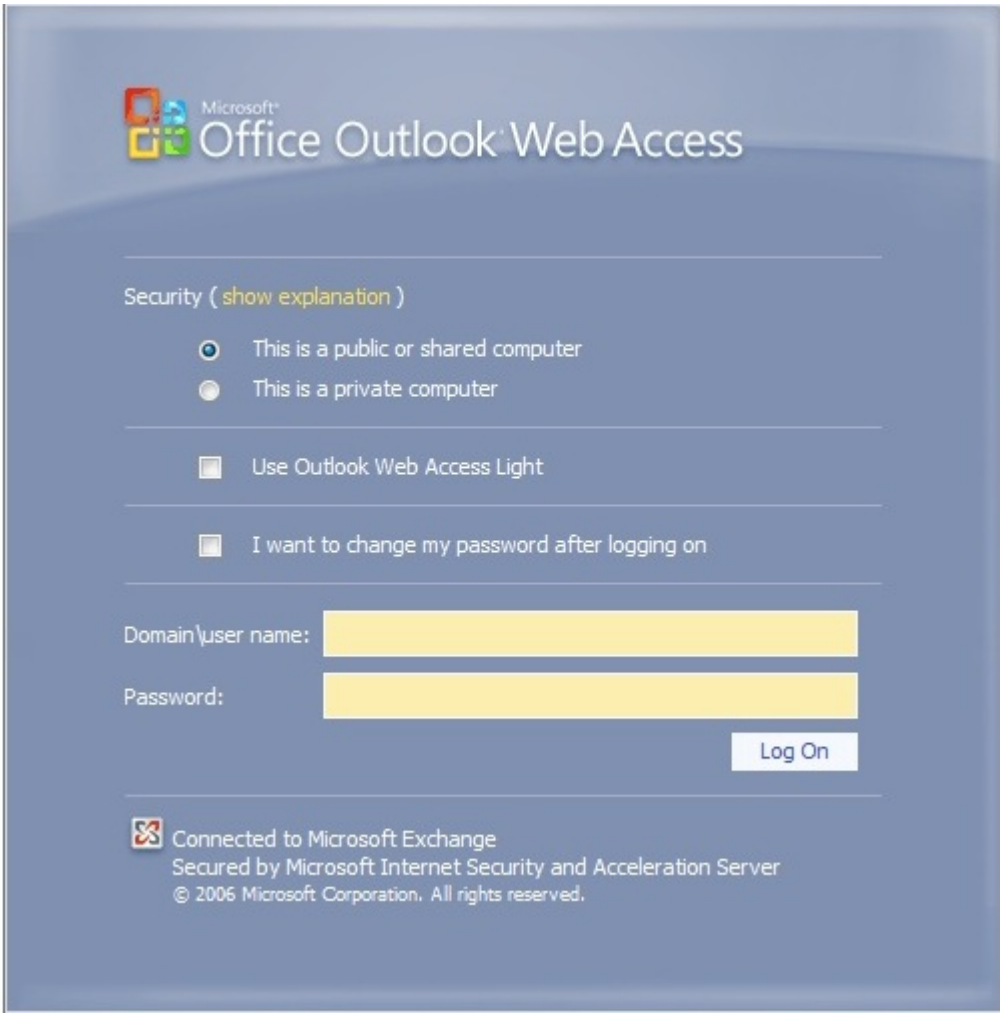

Image 2

2. Enter your John Jay account username and password.

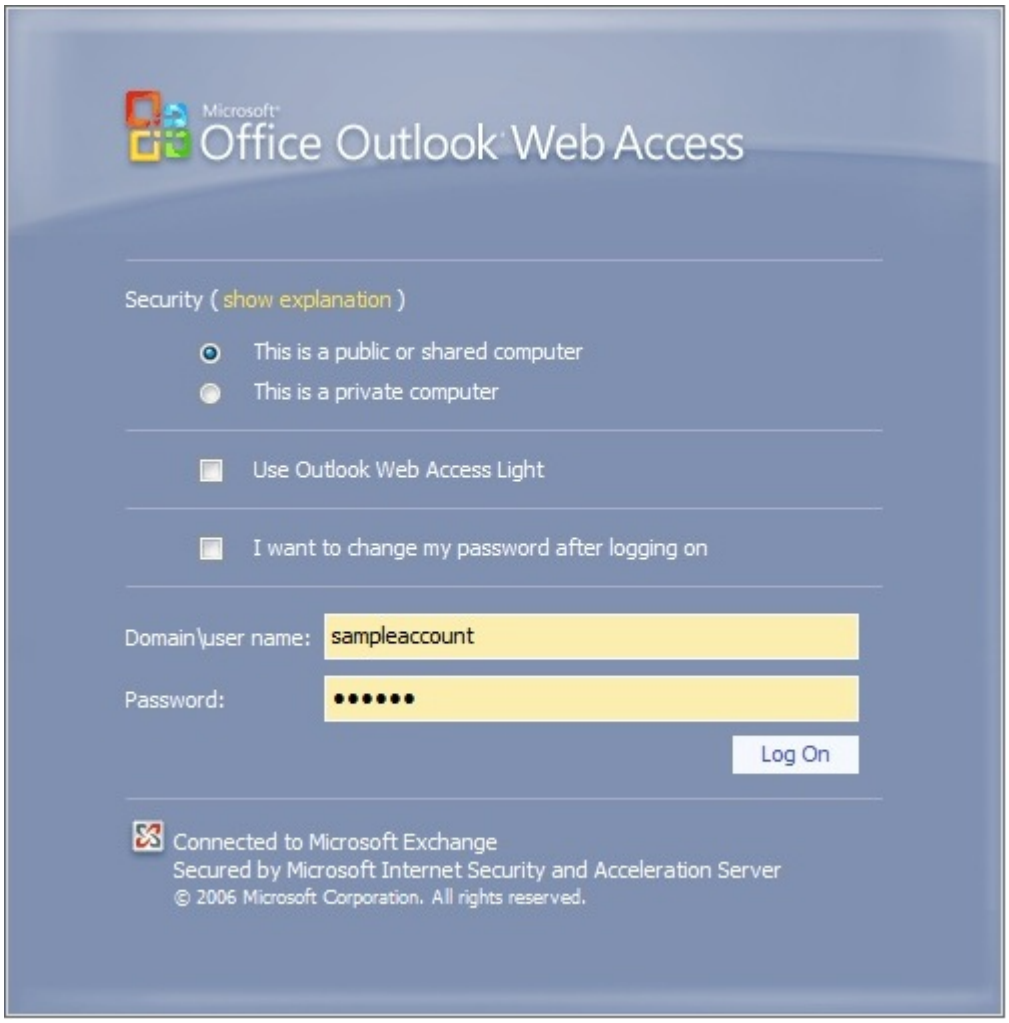

Image 3

3. Select the email with the voicemail attached as an audio file. Simple play the sound file (image 4) or open the attachment in the player of your choice.

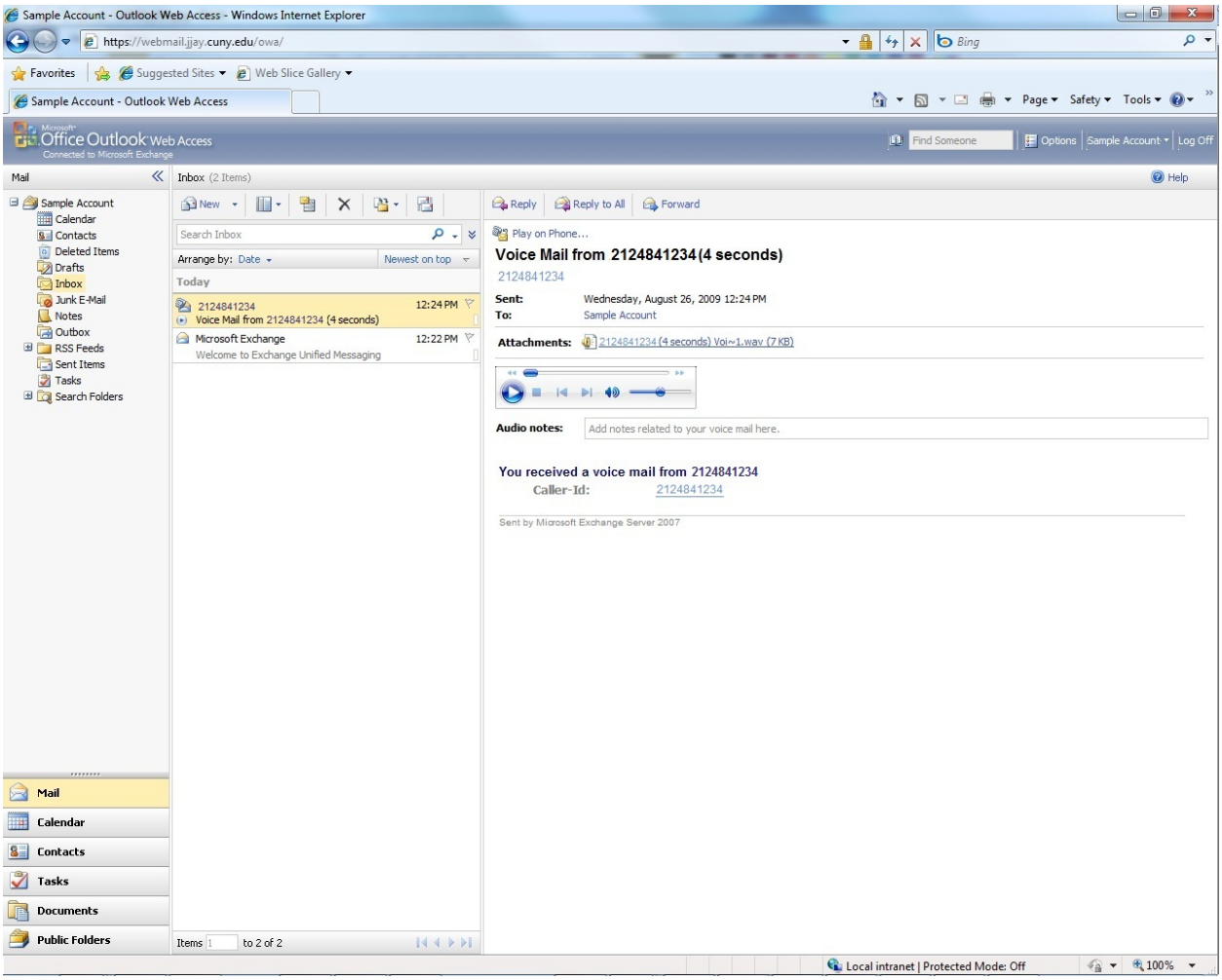

Image 4

Option 2: Checking voicemail via a phone

You can also listen to your voicemail by calling into the system. You will need your phone extension and pin that was provided in the welcome email mentioned above (Image 1).

1. To access your voicemail dial 646-781-5999 or x5999 from on campus.
2. You will be prompted for your telephone extension and your pin number.

Note: If this is the first time you are accessing your voicemail this way you will be prompted to complete the set up of your voicemail box through the phone system. Please follow the instructions accordingly.

3. Follow the prompts to configure your voicemail or check your messages

Making Calls (On Campus Only)

1. To make a call from your new phone you need to sign in to your Microsoft Office Communicator client

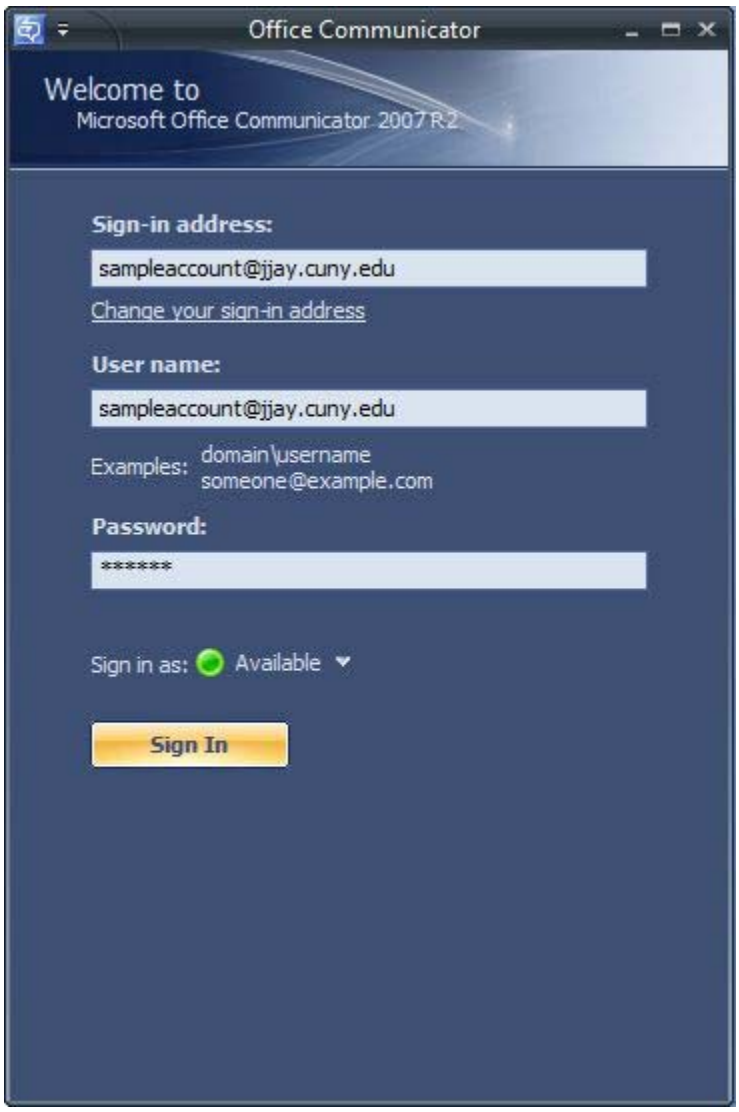

Image 6

2. Once signed in you will be presented with a screen similar to image 6. To make a call, enter the number you want to dial in the text field and hit the 'Enter' key. **(Note: you do not need to dial "9" to call outside the college.**

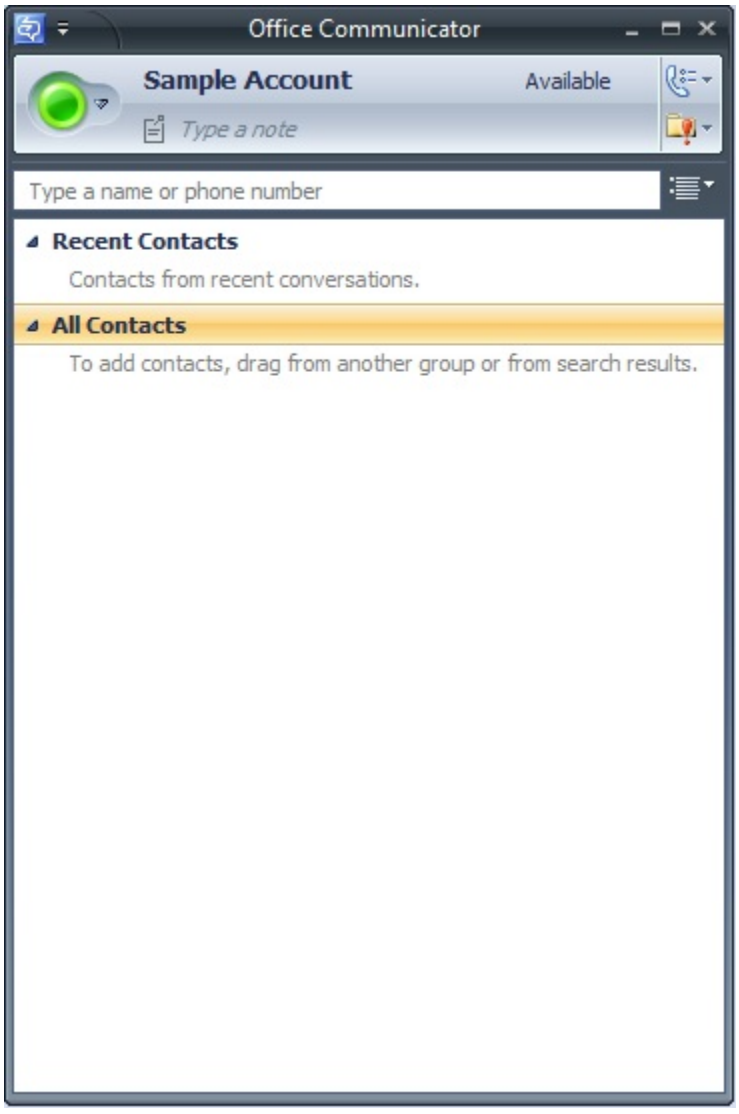

Image 7

3. The call will go though and you can talk using the Polycom phone assigned to you (pictured below)