

CSU Voice Mail System Instructions for Frequently Used Features

I. How to log into Meridian Mail

1. Dial extension 2100
2. Enter your four/five digit extension number and the # key
3. Enter your four/five digit default password and the # key.

(For first time users, your default password is your four/five digit extension number)

II. Change Password

1. Login to Meridian Mail (extension (2100)
2. Press 84 (change password command)
3. Enter your new password(must be five to six characters in length) and the # key
4. Re-enter your new password and the # key
5. Enter your old password and the # key
6. If your password has expired, follow steps 1-5

III. Record Your Name (Personal Verification)

1. Login to Meridian Mail (extension 2100)
2. Press 89 (for personal verification)
3. Press 5 (to record your name, title & department)
4. Press # (to stop recording)
5. Press 2 to listen to your greeting
6. If you **are not** comfortable with your greeting, press 76 to delete and repeat steps 3-5.
7. If you **are** comfortable with your greeting press 83 to logout of Meridian Mail

IV. Record an External or Internal Greeting:

1. Login into Meridian Mail (extension 2100)
2. Press 82
3. Press 1 (to record your external greeting or press 2 to record your internal greeting).
4. Press 5 (to record your greeting)
5. Press # (to stop recording)
6. Press 2 to listen to your greeting
7. If you **are not** comfortable with your greeting press 76 to delete and repeat steps 4-6.
8. If you **are** comfortable with your greeting press 83 to logout of Meridian Mail

V. Record a Temporary Greeting.

If you are going to be out of your office, i.e. vacation, illness, business trip, etc., record your temporary greeting and set your expiring day and time. The system will revert back to your original greeting.

1. Login into Meridian Mail (extension 2100)
2. Press 82
3. Press 3 (to record your temporary greeting)
4. Press 5 (to record your greeting)
5. Press # (to stop recording)
6. Press 2 to listen to your greeting
7. If you **are not** comfortable with your greeting press 76 to delete and repeat steps 4-6.
8. If you **are** comfortable with your greeting press 83 to logout of Meridian Mail