What should I do to listen to the messages in my mailbox?

- Press 1 at the main menu prompt.
- Enter your mailbox number.
- Enter your password and the single asterisk (*).
- Press 1 to listen to the messages.

After each message plays, you can:
- Press 5 to replay the message.
- Press 6 to play the next message.
- Press 4 to play the previous message.
- Press 7 to save the message.
- Press 9 to delete the message.
- Press the pound key (#) to go back to the previous menu.

This option allows you to listen to messages left in your personal box. The first time you open your voice mailbox, you will be prompted to record a greeting and your full name and to 'spell out' your name for the directory. You should check your mailbox for messages at least once a week. Messages left in your mailbox will remain for 30 days; after that, they will be deleted automatically. Your assigned mailbox remains yours for the entire duration of your enrollment in the course. If you enroll in multiple ELI voice mail courses, you will use the same mailbox for all courses.

What should I do to send or leave a message for my instructor?

**Option 1** (If you have a personal mailbox)
- Press 1 when prompted at the main menu.
- Enter your mailbox number.
- Enter your password and the single asterisk (*).
- Press 2 to send a message.
- Enter your instructor's mailbox number (e.g., 0888).
- Begin recording your message at the tone.
- Press the single asterisk (*) when you finish recording.
- Press 1 to send the recorded message, press 2 to listen to the recorded message, or press 3 to re-record your message.
- Press the pound key (#) to go back to the previous menu.

This option allows you to send a message to your instructor from your personal mailbox, and allows your instructor to respond to your message very easily.

**Option 2** (If you don't have a personal mailbox)
- Press 2 at the main menu.
- Enter your instructor's mailbox number.
- Record your message at the prompt.
- Press the single asterisk (*) when you finish recording.
- Press 1 to send the recorded message, press 2 to listen to the recorded message, or press 3 to re-record your message.
- Press # key to go back to the previous menu.

This option allows you to leave a message in your instructor's mailbox. Your instructor will respond to your message if you leave your name, telephone number(s) and time(s) when you can be reached.

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What is ELI voice mail?

ELI voice mail allows you to:
- leave telephone messages for your instructor
- listen to informational recordings about your course and ELI
- submit oral assignments and receive feedback from your instructor
- participate in course discussions

ELI voice mail service operates 24 hours a day, 7 days a week. All informational messages are recorded and saved so you can send or listen to the messages at your convenience. (Note: some voice mail features are not used in some ELI courses.)

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How do I begin?

- Go to a touch-tone phone (avoid portable phones).
- For local access to the voice-mail system, dial 703-323-3713; for long-distance access, dial 1-800-627-5443.
- Listen to the list of menu choices.
- Listen to the mailbox number and the password the system assigns to you.
- Write down your personal voice mailbox number and password.
- Press the pound key (#) to back up to the previous prompt.

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What should I do if I am a new ELI student and don't know my mailbox number?

- Press 8 at the main menu prompt.
- Enter your EmplID with two leading zeros as your student ID number.
- Press 1 if correct, press 2 if not, when the system repeats your student ID. (Note: When the system repeats the number you enter, it may not repeat zeros at the beginning or end of your student ID. This is normal. Press 1 if all the other numbers are correct.)
- Listen to the mailbox number and the password the system assigns to you.
- Write down your personal voice mailbox number and password.
- Press the pound key (#) to back up to the previous prompt.

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Not all ELI courses assign personal mailboxes. If your course materials say that you have been assigned a personal voice mailbox, this option allows you to obtain your personal voice mailbox number and password. **DO NOT CHANGE YOUR ASSIGNED PASSWORD.**

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What should I do to participate in a conference?

**Option 1** (If you want to listen to messages in the conference)
- Press 3 at the main menu prompt.
- Enter the mailbox number for your conference assignment.
- Press 1 to listen to what others have recorded.
- Enter the number of days back you want to listen to messages. (If you last listened a week ago, for example, you could enter 7 to hear any messages recorded since you last listened.)

After each message plays, you can:
- Press 1 to replay the message.
- Press 2 to play the next message.
- Press 3 to play the previous message.
- Press 9 to exit from the messages.

This option allows you to listen to messages your instructor and other students recorded in a public mailbox where everyone else in the course can listen to them.

**Option 2** (If you want to record a message in the conference)
- Press 3 at the main menu prompt.
- Enter the mailbox number for your conference assignment.
- Press 2 to record your own contribution. Don’t forget to record your full name! (Your message will be sent when you hang up, or you may select further options.)
- Press the pound key (#) to go back to the previous menu.

This option allows you to record messages in a public mailbox where everyone else in the course can listen to them.

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Overall tips:
- Speak loudly and clearly.
- Don't use a portable phone.
- You can enter a choice without waiting for the prompt to finish.