

USER OPTIONS *(continued)*

- Press 6** Record Out-Of-Office Greeting at the tone
- Press **any key** to stop recording
 - Press **5** to save
 - Press ***** to cancel/quit
- Press *** Exit Phone Manager

PERSONAL OPTIONS

- Press 1** Change Immediate MSG notification
- Press 2** Change daily message reminder
- Press 3** Record Personal Greeting
See Recording a Greeting
- Press 4** Change Security Code
See Creating Security Code
- Press 5** To record name
See Recording Your Name
- Press 6** Record an announcement for mailbox you sponsor
- Press *** To cancel/exit

RECORD A GREETING:

Record a greeting for your mailbox. It helps to personalize your voicemail box and informs callers of your status.

PRESS 3 TO RECORD A GREETING

Press **2** for standard greeting

OR

Press **3** for out-of-office greeting

- 1** Press **2** to record personal greeting
- 2** Press **2** to resume/stop recording

AFTER RECORDING, YOU MAY:

- Press 6** to review your name
- Press 4** to discard your name and restart
(only applies to out-of-office greeting)
- Press *** to cancel/exit to Personal Options menu, without saving the recording

When satisfied with recording, press 5 to save it

CREATING SECURITY CODE:

Security code is used to verify you when accessing the voicemail box

- 1** When prompted, enter numeric security code followed by #
 - Security code can be any length **(2-15 digits)**
- 2** Listen and repeat security code you entered
- 3** Security code is saved

RECORDING YOUR NAME:

Record name to identify mailbox to callers

- 1** Press **5** to record your name
- 2** Press **2** to begin and/or stop recording
- 3** After recording name:
 - Press **6** to review name
 - Press **4** to discard name and restart
 - Press ***** to cancel/exit to Personal Options, without saving the recording
- 4** When done recording, press **5** to save

VOICEMAIL USER GUIDE



GETTING ASSISTANCE HELP DESK

661-654-4357

helpdesk@csub.edu



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GETTING STARTED TO ACCESS VOICEMAIL:

ON-CAMPUS

- 1 Simply dial **3300**
- 2 Press **#** for security code
- 3 Enter mailbox number when system prompts you
- 4 Enter security code
- 5 VM system will take you to options

OFF-CAMPUS

- 1 Dial **654-3300**
- 2 Listen to ringtone, then press **#**
- 3 Then follow above steps **3-5** only

LISTENING TO MESSAGES

Press 1 to listen to messages

LISTENING OPTIONS

OPTION	ACTION
Press 1	Pause/resume listening <i>Then press # for Help to access Pause Options</i>
Press 2	Forward message
Press 3	Rewind 5 seconds
Press 4	Discard message
Press 5	Save message
Press 6	Review message
Press 7	Skip to next message
Press 8	Reply <ul style="list-style-type: none"> • Press 3 to transfer to number • Press # to quit

LISTENING OPTIONS *(continued)*

OPTION	ACTION
Press 9	Fast Forward 5 seconds
Press 0	Info/Group selection options <i>See Info/Group Options</i>
Press *	Exit/cancel
Press #	Help

PAUSE OPTIONS

Press 1	Continue listening
Press 4	Increase speed
Press 5	Set bookmark
Press 7	Decrease speed
Press 8	Resume bookmark

INFO/GROUP OPTIONS

Press 0	Message info
Press 1	Select message
Press 2	Cancel selection
Press 7	Select all messages
Press 8	Cancel all selections

RECORDING AND SENDING MESSAGES

To record and send a message:

- 1 Press 2 to record message at the tone
 - *See Message Recording Options*
- 2 Press # to approve for sending
- 3 Enter an address
 - *Press * to cancel previous address if one or more has been entered*
 - Press * twice to erase message*
- 4 Press # to send message

MESSAGE RECORDING OPTIONS

OPTION	ACTION
Press #	Approve for sending
Press 2	Pause/resume recording
Press 3	To rewind 5 seconds
Press 4	Discard/restart message
Press 6	To review message
Press 9	To fast forward 5 seconds
Press 0	Message Routing Options <i>See Routing Options</i>
Press *	To cancel message

ROUTING OPTIONS

Press 1	To specify future delivery
Press 2	Set urgent Status
Press 3	Restrict forwarding
Press 5	Request receipt
Press 8	Leave a callback number
Press *	Return to Recording Options

TO ACCESS PHONE MANAGER:

Press 3 to access User Options

USER OPTIONS (PHONE MANAGER)

Press 1	Personal Options <i>See Personal Options</i>
Press 2	Messaging Options <i>See Messaging Options</i>
Press 3	Automated Attendant Options <ul style="list-style-type: none"> • Press 3 to change extension – specific processing
Press 4	Record standard greeting at the tone <ul style="list-style-type: none"> • Press any key to stop recording • Press 5 to save • Press * to cancel/quit