

[contact name] at [phone number]."

### SAMPLE BUSY GREETING

"This is [name] with [department name] and I am currently on my other line. Please leave your name, phone number, and a brief message. I will return your call as soon as I am able."

### SAMPLE EXTENDED AWAY GREETING

"Hello, you have reached [your name] at [department name]. I will be out of the office until [date]. As such, you will not be able to leave a message for me. If you need to speak to someone before I return, please contact [contact name] at [phone number]."

## OTHER MESSAGING OPTIONS

### REPLY TO CURRENT MESSAGE

Reply to a voicemail with a voicemail message

- Press 9 to access Additional Options
- Press 1 to reply to the current message
- Begin recording at the tone
- While replying, press:
  - # — End recording
  - 3 — Send reply
  - 1 — Change reply
  - 2 — Listen to reply
  - 6 — Mark reply as urgent
  - 7 — Mark reply as confidential

### FORWARD CURRENT MESSAGE

Forward the voicemail message to another person with an intro message

- Press 9 to access Additional Options
- Press 2 to forward the current message

- Begin recording at the tone
- While forwarding, press:
  - # — End recording
  - 3 — Send message to 1 or more destinations
  - 1 — Change intro
  - 2 — Listen to intro
  - 6 — Mark intro as urgent
  - 7 — Mark intro as confidential

## GETTING ASSISTANCE

### HELP DESK

661-654-2307

helpdesk@csub.edu

### WEB RESOURCES

- **Voicemail Overview**  
[www.csub.edu/training/pgms/voip/vm/](http://www.csub.edu/training/pgms/voip/vm/)
- **Voicemail Frequently Asked Questions**  
[www.csub.edu/training/pgms/voip/vm/faqs/](http://www.csub.edu/training/pgms/voip/vm/faqs/)
- **Training Schedule**  
[www.csub.edu/training/schedules/](http://www.csub.edu/training/schedules/)



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## VOIP Voicemail Guide

This Quick Start Guide will assist you with learning the basics of your VOIP (Voice Over IP) voicemail box , as well as setting up your voicemail box.

### VOICEMAIL SETUP

The first time you access your voicemail box , the setup wizard will launch. When directed,

1. Enter the default passcode and press the # key
2. Enter your new passcode. It must be at least 6 digits.
3. Re-enter the passcode again
4. Next, the system will ask you to record your name. Record your name and press the # key.
5. When satisfied with your recorded name, press the \* key.
6. If prompted to record your No Answer greeting, press any key to begin recording and press the # key to end the recording.
7. If you are satisfied with your away greeting, press the \* key.

**Your voicemail box is now ready for use.**

## ACCESS YOUR VOICEMAIL

You can access your voicemail from your office or from home.

### FROM YOUR OFFICE

1. Lift Handset
2. Press the Voicemail button
3. Enter your passcode
4. Press 1 to listen to messages

### OUTSIDE YOUR OFFICE

1. Dial 661-654-2933
2. Press \*
3. Enter your mailbox number ( your extension)
4. Enter your passcode

## WORKING WITH MESSAGES

You can play your voicemail messages, as well as compose and send messages. If necessary, you can delete all your voicemail messages.

### LISTENING TO MESSAGES

- Press 1 to play messages
- When listening, press:
  - # — Save message
  - 7— Delete message
  - 1— Skip backward
  - 2— Pause / Rewind
  - 3— Skip Forward
  - 4— Jump to beginning
  - 5— Play message header
  - 6— Jump to end
  - 9— Additional options

### COMPOSE AND SEND MESSAGES

- Press 5 to compose and send a message
- Begin recording at the tone
- While recording, press:
  - #— End recording
  - 3— Send message
  - 1— Change message
  - 2— Listen to message
  - 6— Mark message as urgent
  - 7— Mark message as confidential

### DELETE ALL MESSAGES

- Press 7 to delete all messages
- During deletion, press
  - 1— Confirm deletion
  - \*— Cancel deletion

## VOICEMAIL GREETINGS

You can record different greetings for your mailbox, including a No Answer Greeting, Extended Away Greeting, and Busy Greeting.

### NO ANSWER GREETING

The greeting callers hear when you are away from your desk or on vacation.

- Press 3 to record your No Answer Greeting
- Begin recording at the tone
- While recording, press:
  - #— End recording
  - 1— Record new greeting
  - 2 — Play current greeting
  - 3— Use system greeting

### EXTENDED AWAY GREETING

The greeting callers hear when you are away for extended period of time. Please note: **Callers will not be able to leave a voicemail.**

- Press 4 to record your Extended Away Greeting
- Begin recording at the tone
- While recording, press:
  - #— End recording
  - 3— Record new greeting
  - 1 — Activate the new greeting
  - 4 — Play current greeting
- 2— Deactivate Extended Away Greeting

### BUSY GREETING (OPTIONAL)

The greeting callers hear when you are on another call.

- Press 2 to record your Busy Greeting
- Begin recording at the tone
- While recording, press:
  - #— End recording
  - 1— Record new greeting
  - 2 — Play current greeting
  - 3— Use system greeting

## SAMPLE GREETINGS

To assist you with recording your No Answer, Busy, and Extended Away greetings, a few samples are provided.

### SAMPLE NO ANSWER GREETING

"Hello, you have reached [your name] at [department name]. I am currently [status]. Please leave your name, phone number, and a brief message. I will return your call when I return. If you need to speak to someone right away, please contact