

## Voicemail Information

### Getting Started

Your voice mailbox allows people to leave messages when you are away from your desk or on another call. You can also have outgoing messages that allow others to know you are out of the office.



As a new user, you must first access and setup your mailbox. Setup takes only a few minutes and involves changing your security code, recording your name and recording a personal greeting. If the mailbox does not guide you through setup, you may need to call the helpdesk for assistance.

### Setting up your mailbox

For privacy and to keep your messages confidential, your mailbox will not accept messages until it has been setup by you. The first time you access your mailbox, the system will walk you through setting up your security code, recording your name, and recording a greeting.

About the security code:

- If you have not setup your mailbox, the default code will be 0000 (four zeroes) or the code will be whatever the prior user had established.
- When you change the security code, it should be 6 or more digits long, it should not include your mailbox number, and you should try to avoid using simple or repeating patterns.

### Accessing your mailbox

You can access your voice mailbox from any phone, whether you are on or off campus.

From your campus desk phone:

- Press the VM button.
- When prompted, enter your security code.

From any phone:

- Call 661-654-3300 (or dial extension 3300 if on campus), and wait for voicemail to answer.
- When voicemail answers, press the pound (#) key to interrupt the greeting.
- Enter your mailbox number, which is also your four-digit extension number.
- When prompted, enter your security code.

### Listening to Messages

After accessing your mailbox:

- Press 1 to listen to new messages or
- Press 5 to listen to saved message.
- While listening to any message press # for options.

### Recording and Sending Messages

After accessing your mailbox:

- Press 2 to record a message
- When you are done recording, press 2 again.
- Enter the recipient's mailbox number.
- Press # to send.

### Tips when getting started

- Take time to listen to the voice prompts for a better understanding of all options.
- If you are uncertain how to proceed, press star (\*) to back out.

### Additional Information

- [csub.edu/its/services/telcom](http://csub.edu/its/services/telcom)

### Request Help

- Phone: 661-654-2307
- Email: [helpdesk@csub.edu](mailto:helpdesk@csub.edu)