

vided.

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 [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

GETTING ASSISTANCE

HELP DESK

661-654-2307

helpdesk@csub.edu

WEB RESOURCES

- **Voicemail Overview**
www.csub.edu/training/pgms/voip/vm/
- **Voicemail Frequently Asked Questions**
www.csub.edu/training/pgms/voip/vm/faqs/
- **Training Schedule**



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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

VOICEMAIL SETUP

The first time you access your voicemail box , the set-up 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
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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
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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
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SAMPLE GREETINGS

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