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

---

**CSU Bakersfield**

9001 Stockdale Hwy
Bakersfield, CA 93311
www.csub.edu

**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 an 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..."