



CUESTA COLLEGE VOICE MAIL USER'S GUIDE

*LISTEN * RECORD * ACCESS OPTIONS*

1. Dial into the voice mail system (on campus = 3111, off campus = 546-3111)
2. Wait for the system to answer
3. On Campus, from your station, dial your security code (*exceptions, see below*)
4. Off Campus: press the pound sign (#) only and dial your security code

◆ to **LISTEN** to new messages, **press 1**

Note: to FORWARD the message to another voice mailbox, press 2 while listening to the message

press 4 to **discard** the message

press 5 to **save** the message

press 6 to **review** the message

press 7 to **skip** to next message

press 0 to hear the date/time stamp of when the message was recorded

OR

◆ to **RECORD & SEND** a message, **press 2**

(press # to access the personnel list if you don't know your party's extension)

press 6 to **review**

press 4 to **discard** the message

(if you want to change the message, you **MUST** discard the old message and not just hang up)

press 5 to **send**

OR

◆ to **ACCESS** phone **options**, **press 3**

then **press 1** for *personal* options then

press 3 and then 2 to **record a personal greeting** (press 2 only)

press 4 to **change your security code**

press 5 to **record your name** (*your name must be recorded in order for your extension to be listed on the personnel list at the main menu*)

SAMPLE OUTGOING MESSAGE

COOL WAY TO GIVE CALLER AN ALTERNATIVE TO DISCONNECTING FROM YOUR VOICE MAIL MESSAGE AND REDIALING ANOTHER EXTENSION

BEGIN YOUR GREETING:

Examples: Thank you for calling ... OR ... You have reached ... OR ... Hello, this is ...

AFTER YOUR GREETING, OFFER THIS ALTERNATIVE:

If you would like to be connected to (the office and/or assistant's name), **press the star key anytime during this message**, and when the system answers, dial (the extension number).

Check for messages throughout the day.

1. From **any phone** on campus, dial 3111, wait for the system to answer (off campus 546-3111)
2. When the system asks for your security code ignore it and press the star key (*) then the pound sign (#) **[off campus, press the pound sign (#) only]**
3. The system will ask for your voice mailbox number (VMB#): key in your extension number or 9000/7000 number (if you have a 9000/7000 number, that is your VMB#)
4. The system will ask for your security code: key in your code and follow the prompts

If you have any questions, please contact the Telecom Office at x2112 or email directoryinfo@cuesta.edu.
Thank you.