Accessing Voicemail

- Press the **Voice Mail** button.
- Enter your voicemail password.
  - Press * if you want to access a voicemail box for a different extension than the one you are calling from.

OR

- Dial 2525 or 657-278-2525.
- Enter the campus extension.
- Enter the voicemail password.

Listening to New and Saved Voice Messages

- After logging in to your voicemail box, press 1.
- At the Voice Messages menu, press 1.
- Voicemail will play any new messages first and then play your saved messages.
  - To save a message, press #.
  - To erase a message, press 7.
  - To repeat a message, press 2.
  - To go back to the previous message, press 4.
  - To listen to the message envelope/header information, press 5.
  - To go to the next message, press 6.
  - To call back the person who left the message, press 8.
  - For additional message options, press 9.
    - To reply to the message, press 1.
    - To forward the message, press 2.
    - Press * to go back to the regular message options.
  - To go back to the main message menu, press *.

Delete All Voice Messages

- After logging in to your voicemail box, press 1.
- Press 7 to delete all of your voicemail messages (both new and saved).
  - Press 1 to confirm the deletion of all of your messages.
  - Press * to cancel.

Accessing Voicemail for the First Time

- Press the **Voice Mail** button.
- Enter your default password (usually 1111) followed by # key (i.e. 1111#).

- When prompted, enter your new password followed by # key.
  - Enter your new password again to confirm it.
- When prompted, record your name. Press # when you are finished recording.
  - It is recommended to include your first and last name, your department, and your extension (i.e. Lori Arthur, IT Training & Support, extension 5792).
- Press * when you are satisfied with your recorded name.
  - Press 1 to re-record your name.
  - Press 2 to listen to your recorded name.
- You're finished and can continue using the voicemail system.

Change Busy Greeting

- After logging in to your voicemail box, press 1.
- At the Voice Messages menu, press 2.
- Press 1 to record a new busy greeting.
- Record your new busy greeting; then press #.

Change No Answer Greeting

- After logging in to your voicemail box, press 1.
- At the Voice Messages menu, press 3.
- Press 1 to record a new no answer greeting.
- Record your new no answer greeting; then press #.

Change Recorded Name

- After logging in to your voicemail box, press 3.
- Press 1 to re-record your recorded name.
- Record your recorded name; then press #.

Change Your Voicemail Password

- After logging in to your voicemail box, press 8.
- Enter your new passcode and then press #.
- Re-enter the new passcode and press # to confirm.

For assistance with your phone, contact the IT Call Center at x7777 or helpdesk@fullerton.edu.

Additional VoIP user guides and tutorials are available at: http://voip.fullerton.edu.