

Voicemail Reference Guide

Voicemail Setup Options

Change your personal greeting:

Access your voicemail and press 7, then press 1, 3 and follow the prompts.

Standard Greeting

This is the greeting that plays when your phone goes unanswered; to record your *Standard Greeting* access your voicemail and press 2, then follow the prompts.

Out of the Office Greeting

This is the greeting that plays during a scheduled absence (vacation, office closures, etc.); to record your *Out of Office Greeting* access your voicemail and press 3, then follow the prompts.

Change Your Security Code

Access your voicemail and press 7, then press 1, 4, and follow the prompts.

Change Your Recorded Name

Access your voicemail and press 7, then press 1, 5, and follow the prompts.

Checking Messages

From your extension:

1. Dial 3480 or press the "Voicemail" button on your phone's keypad.
2. When prompted, enter your security code, and press 4 for to listen to new messages or press 5 to listen to old/saved messages. Follow the prompts.

From another phone on campus:

If you have a 4-digit mailbox number (extension):

1. Dial 3480, ignore the security code prompt and press *, #.
2. Press 9, followed by your 4-digit mailbox number.
3. When prompted, enter your security code and follow the prompts to listen to new or old/saved messages.

If you have 5-digit mailbox number:

1. Dial 3480 and press *, #.
2. Enter your 5-digit mailbox number.
3. When prompted, enter your security code and follow the prompts to listen to new or old/saved messages.

From an off-campus phone:

If you have a 4-digit mailbox number (extension):

1. Dial the college's main number, (661) 259-7800.

2. When the recording begins press #.
3. Press 9, then your 4-digit mailbox number.
4. When prompted, enter your security code and follow the prompts to listen to new or old/saved messages.

If you have 5-digit mailbox number:

1. Dial the college’s main number, (661) 259-7800.
2. When the recording begins press #.
3. if you have a 5-digit mailbox number press #, then your mailbox number.
4. When prompted, enter your security code and follow the prompts to listen to new or old/saved messages.

When Listening to a Message

Action	Shortcut Keys
Delete Message	Press 3, 6, 6
Reply via Voicemail	Press 3, 4, 4,
Check Next Message	Press 3,5
Forward Message	Press 3,9 and follow prompts
Pause Playback	Press 8
Slow Down Playback	Press 4
Speed Up Playback	Press 6
Rewind Message 5 Seconds	Press 7
Fast Forward 5 Seconds	Press 9
Replay Message	Press #
Mark Message as New	Press *

If you do not delete a message after playback the system will automatically mark the message as “old” and save it for 30 days. Listening to old/saved messages again will restart the countdown and save the message for an additional 30 days.

After Listening to a Message

Action	Shortcut Keys
Reply Via Phone Call (internal calls only)	Press 4, 5
Reply via Voicemail	Press 4, 4,
Check Next Message	Press 5
Forward Message	Press 9 and follow prompts
Delete Message	Press 6, 6
Listen to Time/Date Stamp	Press 8
Mark Message as New	Press 0
Repeat Message	Press #

When Calling Others

Action	Shortcut Keys
Skip Greeting	Press #, Begin recording your message after the tone
Mark Message as Urgent	After recording your message, press # to end the recording, then press 1, 2, to mark as urgent.

Sending/Leaving a Message Without Calling

If the message recipient has a 4-digit mailbox number (extension):

1. Access your voicemail and press 5.
2. Press 9, then the recipient's 4-digit mailbox number, press 1 to confirm extension/mailbox and proceed with your message.
3. To edit your message after recording, press 4, and follow the prompts.

If the message recipient has a 5-digit mailbox number:

1. Access your voicemail and press 5.
2. Enter the recipient's 5-digit mailbox number. press 1 to confirm extension/mailbox and proceed with your message.
3. To edit your message after recording, press 4, and follow the prompts.

Change Special Delivery	Shortcut Keys
Mark Message as Urgent	Press 4
Mark Message as Private	Press 5
Request Return Receipt	Press 6
Schedule Future Delivery	Press 7

Transferring an Outside Caller Directly to Voicemail

With the caller already on the line,

1. Press the Transfer/Trf button
2. When you hear the dial tone press 3480, then press *.
 - a. If you are transferring to a 4-digit mailbox, press 9, then the mailbox number
 - b. If you are transferring to a 5-digit mailbox, simply dial the mailbox number
3. After entering the mailbox/extension number press #, then hang up to complete the transfer.