Communication & Network Services

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Setting Up Your Voice Mailbox For the First Time

1. Dial the voice mail access number from any telephone. This is the number you use every time you used to access voice mail.

2. Enter your default password and press #. Your default password is your full *seven-digit* campus telephone number.
   Note: The number to call to reset password is 642-9053

3. If calling from off-campus, you will be asked to enter your mailbox number and press #. Your mailbox number is your *five-digit* campus telephone number (2-xxxx, 3-xxxx, or 4-xxxx).

4. You will now hear a brief introductory message about InfoMail (the campus voice mail system). You will be asked to customize your password, record a name for the mailbox, and record a greeting that callers will hear. Voice prompts will assist you through these steps.

5. Your voice mailbox is now set up and ready for use. To exit voice mail, press * several times until you hear the system say "Goodbye." Exiting the system any other way, like hanging up, will hold the connection open for an indeterminate period of time, blocking others from reaching the system.

Moving Around Within Voice Mail

1. Dial the voice mail access telephone number.
2. Enter your password.
3. Dial your mailbox number, if asked.

4. You will be told the number of messages you have received and the number of messages you have previously saved.
5. You will now hear the Main Menu. Press the number of the option you want. Those options are

> [1]   Review Messages
>
> This will allow you to hear your messages. Urgent messages, if any, will be played first, then the messages as they were received.
>
> > [1] Repeat   [2] Save   [3] Erase   [4] Send/Reply
> > [0] Hear more options
>
> [11]   Scan Messages
>
> This will give you only the date, time, and name (if the caller is another campus Voice mail user) of the message.
>
> [2]   Send a Message
>
> This will allow you to leave a message in the mailbox of another campus Voice mail user.
>
> [0]   Hear More Options
>
> [00]   For a Detailed Description of the Current Menu Choices
>
> [*]   To Return to a Previous Menu (usually)
>
> To Cancel a Recording or Series of Steps (if in the middle of a function)

You do not need to wait for the recorded prompts to finish playing.If you know the sequence of keys to press, you may press them at any time during the prompt

And remember: When you have finished using Voice mail, exit the system by pressing [*] several times (usually three), until you hear the system voice say ?goodbye.? Then hang up the phone. If you hand up without exiting the voice mail system, the voice mail connection continues for an indeterminate period of time, and can block others from reaching the system.

Changing Your Password

From the Main Menu, select [3] for the Personal Profile Menu. From this menu, select [1] to change your password. The voice prompts will walk you through the process as follows:

1. Dial your new password.
2. Voice mail will repeat your new password. Press [#] to accept it or [*] to cancel it.
3. Once accepted, you will rehear the Personal Profile Menu. Press [*] to return to the Main Menu.

Adding a Guest Mailbox

A guest mailbox is for use by your guest. This guest will not be able to leave a message for anyone else but you. You will be the only one able to leave a message for this guest.

From the Main Menu, select [3] for the Personal Profile Menu. From this menu, select [2] to Set Up or Remove a Guest Mailbox. Until you have added a guest mailbox, you will only hear the one option, to set up a new guest mailbox.

1. Enter a password for the guest mailbox and press [#]; it will be repeated for you.
2. Press [#] again if it is correct or [*] to cancel it and enter it again.
3. Give the guest mailbox a name by pressing [5] and record the name; press [#] when you have finished.
4. Press [#] again if it is correct or [*] to erase it and record it again.

Your guest mailbox is now set up and ready for use. Advise your guest on how to access messages from you and on how to send you messages. It is the same methods you use to review messages. They dial the campus voice mail access number, enter the password you have just assigned, and enter your telephone number. They will hear the number of messages waiting for them. They will only have the two options on their Main Menu, to review messages and to send messages.

Changing Your Voice Mailbox Recorded Name

1. Press 4 from the Main Menu, then press 1.
2. Press 5 to begin recording, then # when finished.
3. Press # again to accept the name or 5 to rerecord.

Changing Your Personal Greeting

1. Press 4 from the Main Menu, then press 2 to select your greeting.
2. Press 1 to select Personal Greeting, then press 5 to record a new greeting. Press # when you're done.
3. To accept this greeting, press # again.
4. To cancel and rerecord, press *. You can rerecord as many times as you like. Just press 5 again and # when you're done.

Alternate Greeting

An alternate greeting is a greeting you have recorded for use when your normal greeting is not appropriate or informative enough. A common use for the alternate greeting is to let your callers know you will be away from your office for a period of time (as in a vacation).

To record and use an alternate greeting,

1. Press 4 from the Main Menu, and then press 22.
2. Press 5 to begin recording a new personal greeting and # when you're done.
3. To accept this greeting, press # again or 5 to rerecord.
4. Pressing # activates the alternate personal greeting you just changed, and callers will hear it until you turn it off.

When next you access your voice mailbox, you will be greeted by the system explaining your alternate greeting is being played to your callers. To continue playing the alternate greeting, press [1] or [*]. To replace it with your regular greeting, press [2] and the system will begin

playing your regular greeting to callers from that point forward.

Adding an Attendant

An attendant is someone who is almost always at his or her desk, like a receptionist. This would be someone you would want your callers to speak with should they want more information regarding your whereabouts.

To assign an attendant, select [4] from the Main Menu. At the Greetings Menu, select [3]. Dial the five-digit campus telephone number that you would want your callers to transfer to, followed by [#]. Your attendant will now be set. Anytime your callers press [0], [3] from your mailbox they will be transferred to this campus extension.

Adding Paging Notification

If you carry a pager and would like to be notified in this way whenever you have a message in your Voice mail mailbox. Please go to the CNS shopping cart at http://sagebrush.berkeley.edu/cgi-bin/ws515/sc.r to place your order. You will need to provide them with your pager number and let them know what type of paging system you have. The Voice mail system can accommodate almost any paging system.

Once your paging notification has been set up with Voice mail, you can select the type of messages to generate a page. You can select either all messages or urgent only messages to trigger a paging notification.

Setting Up Your Extension Voice Mailbox

An extension mailbox is a separate mailbox that shares your telephone number. Each user will have a private mailbox, not accessible by other users. They will only share the same campus telephone number.

When an extension mailbox has been added to a campus telephone number responsibilities for the main mailbox holder increases. The main mailbox holder is also referred to as extension number 1. This person will need to change their greeting to advise callers of the other mailboxes and how to reach them.

To add an extension mailbox to your campus telephone line, you will need to go to the CNS shopping cart at http://sagebrush.berkeley.edu/cgi-bin/ws515/sc.r to place your order.

To set Up Your Extension Voice Mailbox:

1. Dial the voice mail access number from any telephone. This is the number you use every time you want to access voice mail.

2. Enter your default password and press the # (pound or crosshatch) key. Your default password is your one- or two-digit extension number.
   Note: The number to call to reset password is 642-9053

3. If calling from off-campus, you will be asked to enter your mailbox number followed by the # key. Your mailbox number is your five-digit campus telephone number associated with your extension voice mailbox.

4. You will be asked to enter your extension mailbox number followed by the # key.

5. You will now hear a brief introductory message about InfoMail (the campus voice mail

system). You will be asked to customize your password, record a name for the extension mailbox, and record a greeting that callers will hear. Voice prompts will assist you through these steps.

- ❍ Changing your password (recommended): select a new password from four to 13 digits long, dial it at the prompt, and end with the # key.

- ❍ Record a name (required): following the voice prompts, press 5 and record a name for your extension mailbox. This can be your first and last name, or the name of a group or organization. Press the # key when you have finished. It will be repeated to you. Follow the voice prompts to accept the recording or to erase and record it again.

- ❍ Record a greeting (optional): following the voice prompts, press 5 and begin recording; when you have finished recording press the # key. Your message will be played back for you. Follow the voice prompts to accept the recording or to erase and record it again.

6. Your extension voice mailbox is now set up and ready for use. To exit voice mail, press the * (star) key several times until you hear the system say "Goodbye." Exiting the system any other way, like hanging up, will hold the connection open for an indeterminate period of time, blocking others from reaching the system.

7. If you get a message from the system that your password does not match your extension number, listen carefully to the message. You may need to reenter your mailbox number.Press * (star) and reenter your mailbox number.

Forgot Your Password?

Call Voice Repair at (510) 642-9053. Your voice mail password will be reset to the default. In most cases this can be done within the hour.