

ISSInfo



Setting Up Your CLU Voice Mailbox

Voicemail Box

A personalized voicemail box may be set up either on or off campus. This mailbox can be used to retrieve and/or send voice messages. See the following directions.

Voicemail Box On Campus

The following steps help you set up your CLU Voicemail Box from on campus:

1. From your campus extension dial x3600.
2. The first time you access the box you will be prompted to enter a default security access code. If you do not know your default code, please call the Telecommunications Department. (x3298)
3. The voice mail system will then walk you through a step-by-step process to set up your new voice mailbox.
4. You will be prompted to enter a new security access code. (*It must be a minimum of four (4) digits and can be no more than fifteen (15) digits.*) You will next be prompted to record your name. When recording your name do not include an introduction, such as "Hello, this is..." Just simply say your name. After recording the name, you may do any of the following:
 - o Press 6 to hear your name; or
 - o Press 4 to discard your name and start over; or
 - o Press 5 to save your recording and continue.
5. Finally you will be prompted to record your greeting (*the message people hear when your voicemail answers the phone*).
6. When you are finished, you will be prompted to press the star key (*).
7. To terminate your voice mail session, press the star key (*) several times.

Voicemail Box Off Campus

The following steps help you set up your CLU Voicemail Box from off campus:

1. From off campus, dial (805) 493-3700.
2. The first time you access the box you will be prompted to enter your voicemail box number (xxxx0). This is usually your extension plus a 0 (zero).
3. You will then be prompted to enter your default security access code. Please call the Help Line if you do not know your default code. (805) 493-3298
4. The voice mail system will then walk you through a step-by-step process to set up your new voice mailbox.
5. You will be prompted to enter a new security access code. (*It must be a minimum of four (4) digits and can be no more than fifteen (15) digits.*)
6. Next you will be prompted to record your name.
7. Finally you will be prompted to record your greeting. (*The message people hear when your voice mail answers the phone.*)
8. When you are finished, you will be prompted to press the star key (*).

Making Changes to Your Voice Mailbox

9. To terminate your voice mail session, press the star key (*) several times.

After the initial setup the following steps can be used to access your voice mailbox to: change your security access code, re-record your name and/or change your greeting.

1. Dial 3600 from your extension or (805) 493-3700 from off campus or any phone except your personal extension. If dialing from the 3700 number, you will be prompted for your voice mail box number (*your 4-digit extension plus a zero*) and pass code.
2. Press 3 to access Phone Manager.
3. Press 1 to access Personal Options.
 - Press 4 to change your **security access code**. (When prompted enter your new security code. It must be a minimum of four (4) digits and can be no more than fifteen (15) digits. Press the # sign when you are finished entering your new code.)
 - The voice mail system will then repeat the code that you entered. If the code is correct press 1. If it is incorrect, press 9 to re-enter a new security code.
 - Press 5 after successfully entering your new security access code; in order to begin recording your **name**.
4. From the Phone Manager press 3 to re-record your **personal greeting**. A good personal greeting is informative. State your name, your general location (Dorm room, apt. room, etc.) when you will return the call. Keep it all brief, polite, and useful.
5. Press 2 to record the regular greeting that will be used under all other conditions.
6. Press 2 again to begin actually recording your regular greeting. Press 2 to stop recording.

After recording, you may do any of the following:

- Press 6 to listen to your regular greeting; or
- Press 4 to discard your regular greeting and start over; or
- Press 5 to save your regular greeting and continue.

7. Press the star key (*) several times to quit.

If you have questions or need assistance, please call the Help Desk at (805) 493-3698 or send an e-mail to helpdesk@callutheran.edu.