

# ISSInfo



## Frequently Asked Questions about CLU Voicemail

**FAQ** To enter the CLU voicemail system, dial 3600 from your extension on campus. If you are at another extension on campus, dial 3700. If you are off campus, dial (805) 493-3700. Once you are inside the CLU Voicemail Box system, you have a number of options to choose from. Here are answers to some frequently asked questions.

**Forward a Call to Voicemail** If you would like to forward a call to a CLU voicemail box, follow these steps:

With the caller on the phone, press the transfer button on your telephone.

1. Dial 4444
2. Enter the **4 digit extension** for the individual you want to reach followed by the # key.
3. Hang up.
4. The caller will hear the greeting from the voice mail box and may leave a message.

**Forward a Saved Message** To Forward a Saved Message to someone else, follow these steps:

1. Press 5 to listen to saved messages.
2. Press 2 to forward the message.
3. Enter the mailbox number plus a zero (xxxx0) for the person you are transferring the message.
4. Press 2 to record a message to let the receiver know why you are forwarding the message.
5. Record your message.
6. Press 2 to stop recording.
7. Press 5 to send.
8. Press \* to quit. (Note: Pressing \* will back out of the system, one step at a time.)

**Time Limit** The time limit for a personal greeting is five (5) minutes.

**Access System Off Campus** In order to access the University's voicemail system from off campus, follow these steps:

1. The most direct method is to dial (805) 493-3700.
2. When prompted, enter your voicemail box number (xxxx0).
3. When prompted, enter your security code.

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](mailto:helpdesk@callutheran.edu).