

## VOICEMAIL FOR FULL-TIME STAFF

### Dialing Into the Phone Mail System:

There are several options for dialing into phone mail. It really depends on your preference and your area code. The following numbers are for employee use only. See Guest Access for the number to give out to students or guests.

Dial one of these numbers to access the phone mail system:

Employee Access Number 916-660-7788

or

Nevada County Campus 530-274-5300, 1, ext 7788

or

Toll free from N. California 1-800-242-4004, 1, ext 7788

or

From any Avaya phone on campus ext 7788

### Setting up Your Voicemail:

The first time you access "Voicemail," you will be prompted to set up your voicemail by entering a new security code and recording your name and your greeting.

1. Dial into the phone mail system (see previous instructions).
2. Enter your 4-digit mailbox extension number.
3. Enter your security code: 1 1 1 1. (this is the default setting. If you have changed your security code, then use that number).
4. Wait for the prompt to record your name.
5. Press 2 to record.
6. Press 2 to stop recording
7. Press 6 to review it.
8. Press 5 to save it.
9. Next you will be prompted to record a greeting.
10. Press 2 to record.
11. Press 2 to stop recording.
12. Press 6 to review it.
13. Press 5 to save it.
14. Done.

### To Listen to Your Voicemail:

The maximum length for any voicemail message is 3 minutes. When you have a voicemail message, the "Message Indicator Light," at the top of your phone, will remain lit until you access your messages.

1. Dial into the phone mail system (see previous instructions).
2. To "Listen" to your messages, press 1.
3. To "Forward" a message, press 2.
4. To "Delete" a message, press 4.
5. To "Save" a message, press 5.
6. To "Review" or "Replay" a message, press 6.
7. To "Skip" a message, press 7.
8. To "Reply" to a message, press 8.

### Accessing and Setting up Your Voicemail from Your Own Avaya Phone:

If you have your own Avaya phone, voicemail can be accessed through your display screen. The first time you access "Voicemail," you will be prompted to set up your voicemail by entering a new security code and recording your name and your greeting. See Guest Access for the number to give out to students or guests.

1. Press either arrow key, located at the bottom of the display screen, to scroll through the display until you see "Voicemail" listed (it will be located at the bottom right of the screen).
2. Press the corresponding "soft key" for Voicemail.
3. Enter your security code: 1 1 1 1. (this is the default setting. if you have changed your security code, then use that number).
4. Wait for the prompt to record your name.
5. Press 2 to record.
6. Press 2 to stop recording
7. Press 6 to review it.
8. Press 5 to save it.
9. Next you will be prompted to record a greeting.
10. Press 2 to record.
11. Press 2 to stop recording.
12. Press 6 to review it.
13. Press 5 to save it.
14. Done.

### Dialing into Voicemail using your own Direct Dial Number (for those who have one)

1. Dial your own 7-digit number.
2. When you hear your greeting start to play, press the star (\*) key.
3. When you hear the Auto Attendant, press the pound (#) key.
4. Enter your 4-digit mailbox extension number.
5. Enter the security code: 1 1 1 1 (this is the default setting. if you have changed your security code, then use that number).
6. Follow the prompts.

### Transferring a Call Directly Into Voicemail:

You can transfer a caller directly into someone's voicemail without disturbing them.

1. Press the "Transfer" button.
2. Dial 3000.
3. Dial the mailbox extension.
4. Press # or hang up (don't wait too long to end the call because the caller will miss some of the greeting).

## **GUEST ACCESS**

Students or guests can leave a voicemail message for you by using one of the following options.

1. Students or guests dial any one of the following numbers:  
Guest Access number: 916-660-8288  
or  
Nevada County Campus 530-274-5300, 1, ext 8288  
or  
Toll free from N. California 1-800-242-4004, 1, ext 8288
2. Students or guests dial your 4-digit mailbox extension number.
3. Done.