

# CUESTA COLLEGE **COMPLETE** VOICE MAIL USER'S GUIDE

## INITIAL SET-UP

***If you are the sole client for the extension: dial 3111, wait for the system to answer, [off campus: press # & key in the security code] (**First time users: default code is 6329**), and follow the prompts exactly.***

***If you SHARE the extension or you are at an extension not your own: Dial 3100, wait for the system to answer, press # then dial in your voice mailbox number (9xxx or 7xxx, NOT the extension number), key in your security code (**first time users: default code is 6329**), and follow the prompts exactly.***

## AFTER INITIAL SET-UP:

### **ON-CAMPUS**

**Accessing Voice Mail from your extension:**

***If you are the sole client for the extension: dial 3111, wait for the system to answer, key in your security code, and follow the prompts exactly.***

***If you SHARE the extension or you are at extension not your own: dial 3111, wait for the system to answer, press \*, then #, then dial in your voice mailbox number (9xxx or 7xxx, NOT the extension number), key in your security code, and follow the prompts exactly.***

### **OFF-CAMPUS**

**Accessing Voice Mail:**

**Dial 546-3100 (SLO or North County), wait for the system to answer, press #, dial in your mailbox number, key in your security code, and follow the prompts exactly.**

#### ***TO BYPASS A MAILBOX GREETING AND LEAVE A MESSAGE:***

- ◆ Dial the pound (#) sign at any time during the greeting

#### ***TO GO DIRECTLY INTO A MAILBOX AND LEAVE A MESSAGE:***

- ◆ Dial 3100, when the system answers dial 8, then dial the extension or voice mailbox number.

#### ***TO TRANSFER BACK TO THE MAIN MENU:***

- ◆ Pressing the star (\*) key any time during a greeting will direct you to the main menu. From there you can access the main menu or dial in another extension number.

## ***Voice Mail Functions***

**Dial into the voice mail system, then:**

- ◆ to **LISTEN** to new messages, **press 1**

**Note: to FORWARD the message to another voice mailbox,  
Press 2 while listening to the message  
Press 4 to discard the message  
Press 5 to save the message  
Press 6 to review the message  
Press 7 to skip to next message  
Press 0 to hear the date/time stamp of when the message was recorded  
while listening to the message**

**OR**

- ◆ to **RECORD & SEND** a message, **press 2**

**Note: you will need to know the extension number of the recipient  
Press 6 to review  
Press 4 to discard the message  
(If you want to change the message, you MUST discard the old message  
and not just hang up)  
Press 5 to send**

**OR**

- ◆ to **ACCESS** phone options, **press 3**

**Then -press 1 for personal options then  
Press 3 and then 2 to record a personal greeting (press 2 ONLY)  
Press 4 to change your security code  
Press 5 to record your name**

*Voice mail user's guide - after set-up*

### ***CREATING A SPEED DIAL BUTTON FOR A DISPLAY PHONE***

**TO PROGRAM 8, 16, or 32-button phones: Press the 'FEATURE' button then press the soft-key button where you want to place the number – dial in the number and press 'FEATURE' again. DON'T FORGET TO INCLUDE "9" FOR OFF-CAMPUS NUMBERS.**

**FORWARDING FUNCTIONS - SLO Campus:**

**CALL FORWARD - ALL CALLS:** Phone forwards directly to a specified extension with NO RING

To set                      Dial \*2 and extension (3111 for voice mail)  
To cancel                 Dial #2

**CALL FORWARD - NO ANSWER:** Phone will ring 4 times before forwarding to specified extension

To set                      Dial \*3 and extension (3111 for voice mail)  
To cancel                 Dial #3

**CALL FORWARD – BUSY:** Phone automatically forwards to specified extension when your line is busy

To set                      Dial \*4 and extension (3111 for voice mail) Note: Caller will not hear a busy signal  
To cancel                 Dial #4

**FORWARDING FUNCTIONS - NC Campus:**

**CALL FORWARD – ALL CALLS:** Phone forwards directly to a specified extension with NO RING

To set                      Dial \*60 and extension (3111 for voice mail)  
To cancel                 Dial #60

**CALL FORWARD - NO ANSWER:** Phone will ring 4 times before forwarding to specified extension

To set                      Dial \*62 and extension (3111 for voice mail)  
To cancel                 Dial #62

**CALL FORWARD – BUSY:** Phone automatically forwards to specified extension when your line is busy

To set                      Dial \*61 and extension (3111 for voice mail) Note: Caller will not hear a busy signal  
To cancel                 Dial #61

◆ **LAST NUMBER REDIAL:**

**8/16/32 button phones**

- Press Redial. Last number dialed is displayed
- Press Redial key until desired number is displayed  
(Up to 5 previously dialed numbers)
- Press \*. The number on the display is automatically redialed
- When party has answered, lift handset or speak hands free

◆ **CANCELING DND (Do Not Disturb) on multi-line phones:**

**NOTE:** if your phone does not ring, or if callers hear a “fast busy”, you may have programmed DND

**8/16/32 button phones**

- To cancel DND, press the "DND" soft key just below the display that reads DND (you may need to press the >>> soft key to find DND)
- If display shows "DND cancel", you have successfully canceled **DO NOT DISTURB**

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◆ = *Directions for Single Line Phones and*

➤ = *Directions for Multi-line Phones*

***To transfer a call:***

- ◆ Press “flash” button and dial the extension
- Multi-line phones use the "transfer" button  
*Transfer calls to the Switchboard by dialing zero (0)*

***To place a call on hold:***

- ◆ Press “flash” and dial \* 5

***To retrieve a call on hold:***

- ◆ Lift the handset and dial \* 5

***To retrieve the held call from a remote phone:***

- ◆ Lift the handset and dial # 5 and the extension

***To answer a call with one call on hold (single-lines only):***

- ◆ If you hear a “call waiting” beep while you are on your extension, press “flash”, \* 5 to put the first call on hold. Pick up the incoming call. When done, hang up. Press \* 5 to go back to first call on hold.

***To answer a call ringing on another phone:***

- ◆ **Lift handset and dial \* 9 (if the ringing phone is in your pick-up group)**
- ◆ **Lift handset and dial # 9 (if the ringing phone is NOT in your pick-up group)**

***To have a busy extension call you back:***

- ◆ **When you hear the busy signal, press “flash” and dial \* 1**
- ◆ **To cancel call back dial # 1**
- **Multi-line phones, press CB (call back) on the display, if available**

***TIP:* If the call has gone to voice mail and you wish to bring the caller back to your extension, you must do the following: **PRESS \* \* \***, then the "transfer" button. You will be reconnected with the original caller.**

***Conference calls:***

- ◆ **Establish a call between yourself and another party either on or off campus and ask the party to stay on the line (do not place caller on hold)**
- ◆ **Press “flash” then dial the extension on campus or dial 9 plus the off campus number**
- ◆ **When the party answers, press “flash” again to establish the 3-way**
- **Multi-line phones, dial the first number, ask party to stay on the line (do not place on hold). Press "Transfer" button - hear dial tone. Dial the second number, after call is answered, press "Conf" button - both parties will be on the line**

## Single Line Phone Use Instructions:

### 1. MF/DP switch

Before using your telephone, it must be set in accordance with the dialing method used by your local public telephone exchange: MF=dual-tone multi-frequency dialing(DTMF),or DP=pulse dialing

### 2. Volume control for receiver and Speaker

Press  $\wedge$  /  $\vee$  buttons to increase/decrease handset receiver volume while on a call. Volume can be increased 3 levels, decrease 2 levels against the default level.

### 3. Selecting Ringing Pitch and Ringing Volume

- Pick up the Handset
- Press Program button
- Dial #
- Dial 0-9 (Refer to the table in the right)
- Hang up

		Ringing Volume		
		Soft	Medium	Loud
Ringing Tone Pitch	Slow	1	2	3
	Medium	4	5	6
	Fast	7	8	9
Off		-	0	-

### 4. Flash

With certain public telephone exchanges or private PABXs, the Flash button can be used to activate additional features, e.g. transfer of a call or pick-up of a call.

### 5. Redial

In the case of busy tone or no answer, you can redial the number. For this purpose, cradle the handset, lift it again and press the Redial button.

### 6. Temporary Switchover of the Dialing Mode

After a connection has been set up to use PULSE dialing, switch over to TONE dialing can be made by pressing the \* button, and certain services offered by certain public Telephone exchanges or PABXs, e.g. control of a telephone answering system, simple data traffic, etc., can then be utilized by dialing additional digits. The telephone is automatically reset to PULSE dialing when the handset is cradled.

## Multi-Line (display) Phone Soft Key Programming:

- TO ADJUST INITIAL RECEIVING VOLUME:** with the handset in the cradle, press the
- FEATURE key and the number 2.
- TO ADJUST INCOMING RINGER VOLUME:** while the phone is ringing, press the up/down arrow located on the bottom right of the instrument.
- TO ADJUST HANDSET VOLUME:** while listening to the caller, press the Up/down arrow located on the bottom right of the instrument.
- TO ADJUST DISPLAY BRIGHTNESS:** with the handset in the cradle, press the up/down arrow located on the bottom right of the instrument.
- TO SELECT RINGER TONE:** with the handset in the cradle, press FEATURE and 3.
- TO USE REDIAL FEATURE,** press REDIAL (keep pressing until you see the number you want), press the star key (\*) to dial the displayed number.
- TO UTILIZE THE "HANDS FREE" FEATURE,** the MIC light must be lit (bottom right of the instrument). To turn on the MIC light, go to the display keys (top of instrument – the black triangular keys), find MIC in the display screen, and press the black triangular key below it. To activate with the handset in the cradle: press the "SPEAKER" key and dial as usual.

If you have any questions, please contact the Telecom office at x2112 or [telecomsupport@cueta.edu](mailto:telecomsupport@cueta.edu).