

# CSU Voice Mail System Instructions

(For first time users, your default password is “77” plus your four/five digit extension)

## I. How to log into Voicemail

1. Dial extension 2100
2. Enter your four/five digit extension number then press #
3. Enter your password (use default password if this is the first time you have logged in to voicemail) then press #

## II. Change Password

1. Log into Voicemail (using instructions above)
2. Press 84 (change password command)
3. Enter your old password (use default password if this is the first time you have logged in to voicemail) then press #
4. Enter your new password (must be at least six digits in length) then press #
5. Re-enter your new password then press #
6. If your password has expired, follow steps 1-5

## III. Record an External or Internal Greeting:

1. Log into Voicemail (using instructions above)
2. Press 82
3. Press 1 to record your external greeting (the external greeting will be used if no internal greeting is recorded)
4. Press 5 (to record your greeting)
5. Press # (to stop recording)
6. Press 2 to listen to current greeting
7. If you **are not** satisfied with your greeting, press 76 to delete and repeat steps 4-6.
8. If you **are** satisfied with your greeting press 4 to return to your messages
9. To record an internal greeting, press 82 then press 2

## IV. Record Your Name (Personal Verification)

1. Log into Voicemail (using instructions above)
2. Press 82
3. Press 9 (for personal verification)
4. Press 5 (to record your name, department, and/or title)
5. Press # (to stop recording)
6. Press 2 to listen to current greeting
7. If you **are not** satisfied with your greeting, press 76 to delete and repeat steps 4-6.
8. If you **are** satisfied with your greeting press 4 to return to your messages

## V. Record a Temporary Greeting.

If you are going to be out of your office, i.e. vacation, illness, business trip, etc., record your temporary greeting and set an expiring day and time for the system to return to your standard greeting.

1. Log into Voicemail (using instructions above)
2. Press 82
3. Press 3 (for temporary greeting)
4. Press 5 (to record your greeting)
5. Press # (to stop recording)
6. Press 2 to listen to your greeting
7. If you **are not** satisfied with your greeting, press 76 to delete and repeat steps 4-6.
8. If you **are** satisfied with your greeting press 4 to return to your messages
9. Press 9 (to set the expiration date)
10. Enter Expiration Month (i.e. 1 for January and 11 for November) then press #
11. Enter Expiration Day then press #
12. Enter Expiration Time (for a.m. press 1, for p.m. press 2) then press #