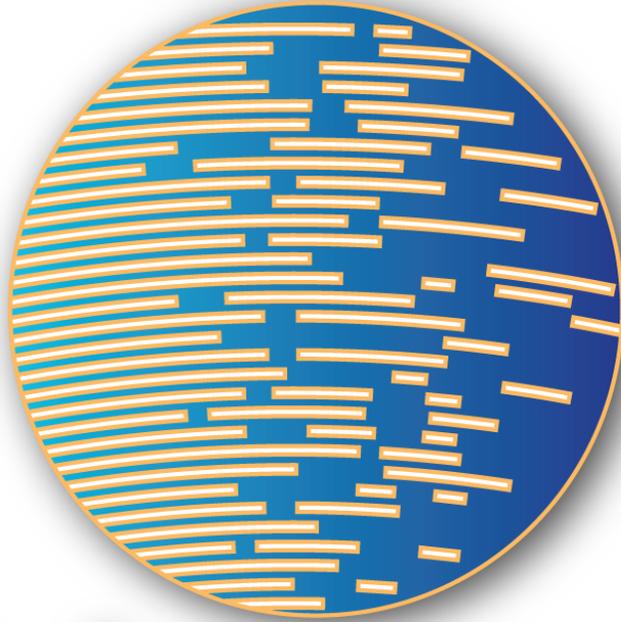


CAL



Voicemail

**UC Berkeley Cal Voicemail
Telephone User Guide**

Fall 2009



Cal Voicemail User Guide

Table of Contents

Welcome to Cal Voicemail	3
Getting Started	4
Accessing Cal Voicemail	5
Main Menu	6
Personal Greeting	7
Out-of-Office Greeting	8
Listening To and Managing Messages	9
Recording and Sending Messages	10
Message Forwarding.....	11
Call Back The Sender	12
Reply to Messages	13
Message Tags.....	14
Distribution List	15
Message Notification	16
Advanced Options (Phone Manager™).....	17
Security Codes	18
Exiting Cal Voicemail.....	19
Help and Support.....	20



Welcome to Cal Voicemail

The Cal Voicemail system gives users a high level of call management capability and greater flexibility in accessing their messages. Access and manage your messages through the telephone, Web, or email. Be notified of your most important messages, receive faxes, and have calls follow you where you are available.

This Cal Voicemail User Guide covers standard telephone user access. To learn more about services such as messages in your email client, Fax services or Web PhoneManager (messages via the Web), please visit Cal Voicemail online at <http://calvm.berkeley.edu>. For additional information or support, please contact IST Telecom at 510-642-8500 and press 1, 3 to reach us immediately.



Getting Started

When accessing your Cal Voicemail for the first time, you will be prompted to complete a quick set up of your mailbox. This set up must be completed before you can begin listening to any new messages callers may have left you.

Quick Set Up:

1. Access your voice mailbox by dialing **3-5530**
2. Enter your 7-digit extension
3. Enter the default Security Code* (your 7-digit phone number)
4. Enter a **new** Security Code, then re-enter to confirm
5. Record your **Name**
6. Record your **Personal Greeting**

Once you have successfully completed the mailbox set up, you may begin fully using your voice mailbox.

**NOTE: If you do not know your Security Code, please contact Voice Repair at 642-8500 (1,1) for assistance.*



Accessing Cal Voicemail

To access Cal Voicemail from your Campus telephone:

- 1. Dial 3-5530**
- 1. Enter your 7-digit Mailbox Number**
- 2. Enter your Security Code**

Enhanced and Unified Messaging mailbox owners have the added option of accessing messages in their email clients or via any browser online using Web PhoneManager Service. To become an Enhanced or UM mailbox owner, please visit the IST Shopping Cart.



Main Menu

When you access your mailbox, you hear an announcement of:
Number of **New** and **Saved Messages**

To Listen:

1. For **New Messages**, press **[1]**
2. For **Saved Messages**, press **[5]**

To Record and Send a Message:

1. Press **[2]**
2. **Record** your message at the tone, press **[2]** when done
3. To **Review** the message, press **[6]**
4. To **Discard** and re-record, press **[4]**
5. To **Review Routing Options**, press **[0]**
6. To **Back up** 5 seconds, press **[3]**
7. To **Advance** 5 seconds, press **[9]**
8. To **Cancel** message, press **[*]**
9. To **Approve** for sending and begin addressing, press **[#]**

Address your message

- a. Enter a 7-digit mailbox or press **[9]** to Dial by Name
- b. Continue entering addresses, then press **[#]** when done
- c. To Cancel the previous Address, press **[*]**
- d. To Erase the message, press **[**]**
- e. To **Send**, press **[#]**

For Greetings:

1. For **Standard Greeting**, press **[3 4]**
2. For your **Out of Office Greeting**, press **[3 6]**

For Options to Customize your Mailbox:

1. Press **[3]**
2. Personal Options press **[1]**
3. Messaging Options press **[2]**
4. Automated Attendant Options **[3]**



Personal Greeting

Your **Personal Greeting** plays when you are unable to answer calls.

To record or change your Personal Greeting:

1. Press **[313]** to select **Greetings**
2. Press **[2]** to record a **Personal Greeting**

Your current recording will play, followed by these options

- a. Press **[2]** to make a **New** recording
- b. Press **[4]** to **Discard** current recording
- c. Press **[*]** to **Quit**



Out-of-Office Greeting

Record an **Out-of-Office Greeting** to play for your callers if you are going to be away from your telephone for an extended period of time. The Out-of-Office Greeting should indicate when you will return to the office and suggest another person to call in your absence. This greeting plays in place of the Personal Greeting when active.

To Record and Set your Out-of-Office Greeting:

1. Press **[313]** to select **Greetings**
 - Press **[3]** to select Out-of-Office Greeting
 - a. Press **[2]** to start recording, press[2] again when done
 - b. Press [4] to **Discard** and re-record
 - c. Press [5] to **Save**
 - d. Press [6] to **Review**

If previously recorded, the existing greeting plays, followed by the options below

- a) Press **[2]** to make a **New** recording
- b) Press **[4]** to **Discard** current recording
- c) Press **[5]** to **Turn On** current Out-of-Office Greeting
- d) Press **[*]** to **Quit**

At your next login, you will be reminded that you have your Out-of-Office Greeting turned on. To remove it, press **[4]**, to continue playing press **[5]**.

Your Personal Greeting is unaffected and resumes playing when the Out-of-Office Greeting is off or removed.

 **TIP:** Save time by recording a very general message for your Out-of-Office Greeting and eliminate the need to record a new one each time you are away from the office. Enhanced or UM voicemail users can turn their Out-of-Office Greeting on or off via the Web PhoneManager online in their Personal Settings.



Listening To and Managing Messages

To listen to New Messages after logging into your mailbox, press **[1]**. To listen to Saved Messages, press **[5]**. You can use the following commands to handle, answer, or get information about a message you have just reviewed.

During Message Playback, the following options are available:

Return to the beginning of the message	6
Rewind 5 seconds	3
Delete message	4
Fast Forward 5 seconds	9
Skip to the next message	7
Save the message	5
Hear the Date and Time of the message	00
Reply to the sender of the message	8
Call Back the sender's extension (When another Campus line)	83
Forward the message	2
Pause/Resume Play	1

 Tip: You can retrieve a recently Deleted Message if you are still logged in to your current mailbox session. Return to the Main Menu where you will be given the option to Retrieve Deleted Messages [7].



Recording and Sending Messages

To Record and Send a Message:

1. Press **[2]** at the Main Menu
2. **Record** your message at the tone, press **[2]** when done
3. To **Review** the message, press **[6]**
4. To **Discard** and re-record, press **[4]**
5. To **Review Routing Options**, press **[0]**
6. To **Back up** 5 seconds, press **[3]**
7. To **Advance** 5 seconds, press **[9]**
8. To **Cancel** message, press **[*]**
9. To **Approve** for sending and begin addressing, press **[#]**

Address your message

- a. Enter a 7-digit mailbox or press **[9]** to Dial by Name
- b. Continue entering addresses, then press **[#]** when done
- c. To Cancel the previous Address, press **[*]**
- d. To Erase the message, press **[**]**
- e. To **Send**, press **[#]**



Message Forwarding

Message Forwarding gives you the option to have all your messages copied to another mailbox. Messages are still left in your mailbox and are unaffected by the other copied mailbox deleting it.

Enhanced and Unified Messaging mailbox owners can manage their forwarding settings via any browser online using Web PhoneManager Service. To become an Enhanced or UM mailbox owner, please visit the IST Shopping Cart.

For assistance in setting up Message Forwarding, or for information on Web PhoneManager, please contact IST Telecom at 510-642-8500 and press 1, 3 to reach us immediately. More information is also available online by visiting <http://calvm.berkeley.edu/>.



Call Back the Sender

During or after listening to a message, you may place a return call to the sender of the message when their call back number is available.

To Call Back the Sender:

1. Press **[83]** during or after the message
2. You are placed on hold while the voice mail system places the call
3. You will not hear ringing during the call



Reply to Messages

While you are listening to a message, you can send a **Reply** when it is another mailbox owner on the voice mail system.

To Reply:

1. Press **[8]** during the message
2. To **Start recording**, press **[2]**
3. To **Transfer** to the sender's extension, press **[3]**
4. Record your reply after the tone, press **[2]** when done
5. To Send your reply immediately, press **[#]** OR
 - a. Listen for additional sending options (i.e. "Urgent")
6. To **Quit**, press **[*]**



Message Tags

When leaving someone a message or sending a message, you have the option of marking your message Private, Urgent, or Return Receipt. The recipient of the marked message will hear a **Message Tag** at the beginning of the message.

Step One: Create your Message

1. Press **[2]** at the Main Menu
2. **Record** your message at the tone, press **[2]** when done

Step Two: Set Routing Options

Press **[0]** for Routing Options, then choose an option below

- a. Specify Future Delivery, press **[1]**
- b. Urgent, press **[2]**
- c. Private, press **[3]**
- d. Return Receipt, press **[5]**
- e. Leave a Callback Number, press **[8]**

*When done with routing, press **[#]** to approve the message for sending*

Step Three: Address your message

- a. Enter a 7-digit mailbox or press **[9]** to Dial by Name
- b. Continue entering addresses, then press **[#]** when done
- c. To Cancel the previous Address, press **[*]**
- d. To Erase the message, press **[**]**
- e. To **Send**, press **[#]**



Distribution List

If you send messages to the same group of people regularly, you may choose to use a **Distribution List***. Distribution lists save time by enabling you to send messages to all members of the list at once.

Once a Distribution List number has been created, you can manage the members in your list by using your telephone. Enhanced and Unified Messaging mailbox owners can also manage their lists online using Web PhoneManager service.

Send a Message to your Distribution List by telephone:

1. Press **[2]** at the main menu
2. **Record** your message at the tone, press **[2]** when done
3. To **Approve** for sending, press **[#]**
4. Enter the **Distribution List** number
5. To **Send**, press **[#]**

Add or Remove Members by telephone:

1. Access your mailbox and press **[3]** at the Main Menu
2. Press **[2]** for **Messaging Options**
3. Press **[3]** to **Change** a Personal Distribution List
4. Enter Distribution List number or press **[#]** to hear a list of those you sponsor (own)
 - a. Press **[1]** to **Add** members
 - b. Press **[2]** to **Remove** members
 - c. Press **[3]** to **Listen** to the current members
 - d. Press **[4]** to **Record** a name for the list

*As a courtesy, Distribution List numbers are created for you at no charge. Simply place your request using the IST Shopping Cart. Distribution Lists and their members are managed by the List owner. More information is available online by visiting <http://calvm.berkeley.edu/> or by calling 510-642-8500 and pressing 1, 3 to reach us immediately.



Message Notification

Be notified when new messages have arrived by using **Message Notification**. Your Cal Voicemail system will call or page you at a number of your choice. Multiple numbers can be programmed, and the days of the week and hours of the day the service is active is entirely up to you. Follow the prompts in the Phone Manager™ Menu as it guides you step-by-step in setting up Notification.

Before you get started, have the following information ready:

- ✓ Start time: service should be active
- ✓ Stop time: service should be inactive
- ✓ Traverse option (the number of times the system should call you)
- ✓ Wait period (10-60 minutes in increments of 5 minutes)
- ✓ Days of the week to be activated

To Set up Notification:

1. Press **[3]** at the Main Menu for **Phone Manager™**
2. Press **[1]** for **Personal Options**
3. Press **[1]** for **Message Notification**

Note: You will hear the current status of your Message Notification.

4. Press **[3]** to **Edit** your settings
5. Follow the step-by-step prompts

Enhanced and Unified Messaging mailbox owners can manage their Notification settings via any browser online using Web PhoneManager Service. To become an Enhanced or UM mailbox owner, please visit the IST Shopping Cart.

For assistance or questions on **Notification**, please contact IST at 510-642-8500 and press 1, 3 to reach us immediately.



Advanced Options (Phone Manager™)

Advanced Options allow you to access your voice mail settings, preferences and features such as your Distribution List and message Notification.

To Access Personal Options

From the Main menu, press **[31]** then choose from the following:

To change Immediate Message Notification, press **[1]**

To change the Daily Message reminder, press **[2]**

To record a Greeting, press **[3]**

To change your Security Code, press **[4]**

To record your Name, press **[5]**

To record an Announcement for a mailbox you sponsor, press **[6]**

To Access Messaging Options

From the Main menu, press **[32]**

To record a Name for a Mailbox you sponsor, press **[2]**

To change a Personal Distribution List, press **[3]**

To change Message Forwarding, press **[4]**

To change Message Presentation, press **[5]**

To change Message Envelope Settings, press **[6]**

To Access Automated Attendant Options

From the Main menu, press **[33]**

To change Extension Specific Processing, press **[3]**

✔ TIP: Quickly advance through the menu options above by pressing them in sequence when in the Main Menu. Example: To record a Greeting, press [333].



Security Codes

You can change your **Security Code** from your voice mailbox. When changed by phone, the voice mail system will also update your Security Code for your other voice mail applications such as the Web PhoneManager or email access to voice mail.

1. Access your voice Press **[3]** for PhoneManager
2. Press **[1]** for **Personal Options**
3. Press **[4]** to change your **Security Code**
4. Enter a new **Security Code** between 4 to 15 digits long, followed by **[#]**
5. **Confirm** your new Security Code by entering it again, followed by **[#]**

Note: Enhanced and Unified Messaging mailbox owners have the added flexibility of changing their Security Code via any browser online using Web PhoneManager service. For any Security Code resets, please contact IST at 510-642-8500 and press 1, 3.

 TIP: Quickly advance to the Security Code by pressing [314] when in the Main Menu.



Exiting Cal Voicemail

When **Exiting** your mailbox, you have a few options.

Select an Exit Option below:

- 1. Press [*] to Quit**
 - 2. Enter the 7-digit extension of another Campus number you wish to dial**
- OR
- Press **[9]** to dial by **Name**
- OR
- Press **[0]** for an **Operator**



Help and Support

Additional help and support is available by contacting IST Telecom. Please call us at 510-642-8500 and press 1, 3 to reach us immediately. More information is also available online by visiting <http://calvm.berkeley.edu/> .