

Telephone Tips

TO CHECK YOUR VOICEMAIL

On campus Press # #, off campus dial 415-457-5533
Dial 9 plus your extension or box number
Respond to the prompts by using 1 for yes and 2 for no

HELPFUL TIPS FOR LISTENING TO YOUR MESSAGES

7 to go backward
8 to pause
9 to go forward
4 to slow down the message
5 to make it louder/softer
6 to make it speak faster
* to save as new

DETERMINING THE PREFIX OF ANY GIVEN EXTENSION

The University has four different blocks of numbers therefore, four different prefixes. Below is a key to determining the prefix for any given extension.

a 01XX extension would be 257-01XX
a 32XX extension would be 485-32XX
a 13XX extension would be 257-13XX
a 37XX extension would be 458-37XX
a 35XX extension would be 482-35XX
a 18XX extension would be 482-18XX
a 19XX extension would be 482-19XX
a 24XX extension would be 482-24XX

HOW LONG DO MESSAGES REMAIN ON THE VOICEMAIL SYSTEM?

- A new message, one which has not been listened to will remain on the voicemail system for 20 days before it is purged.
- A message which you have listened to and not archived will remain on the system until the end of the day and then be purged.
- A message which you have archived will remain on the system for three days before it is purged.

If you wish to keep a message longer than three days you must remember to access that message on the third day and archive it for an additional three days. After listening to a message press 2 for options to forward to another extension or to archive the message.

ACCESSING DIRECTORY ASSISTANCE

Access the voicemail system and dial 555. The system will prompt you to enter the first three letters of the person's last name. Enter those digits in and the system will list all of the matches and their corresponding extensions.

BYPASSING THE GREETING TO IMMEDIATELY LEAVE A MESSAGE

Dial the extension and then press * to go straight to the beep. The downside in the function is the person could have changed their message to indicate they are out of the office or convey other important information.

SETUP OPTIONS

After listening to your messages you can access your setup options to change your personal greetings, or switch to your alternate greeting, record your recorded name and set your security code. It is highly recommended that you set a security code on your voicemail box.

TRANSFER A CALL DIRECTLY TO A PERSON'S VOICEMAIL

Press xfer and dial ##, pause. Dial the extension AND press *

You can now press xfer a second time to release the caller into the person's voicemail box.