

Playback Controls

At any time during message playback, you can press the following keys to access associated playback options.

- 1** To pause for 30 seconds
- *** To move back within the message
- #** To move forward within the message
- 8** To skip to the next message
- 8** ***** To return to the beginning of the previous message

Other Controls

- #** When you reach someone else's voice mailbox, press the **#** key to skip over the greeting and leave a message.
- 9** Press **9** to exit any voice mail function. When you are ready to exit the voice mail system altogether, continue pressing **9** until you hear "Goodbye."

When prompted for your mailbox number, enter your four-digit extension.

Tips

- Your mailbox number is the last four digits of your telephone number. For example, if your telephone number is 893-9999, your mailbox number is 9999.
- A quick and easy method for checking your messages when away from your phone is to dial your own extension, then press the ***** key during the greeting. You will be prompted for your passcode and can then retrieve and send messages.
- You have a message in your mailbox when you pick up your handset and hear interrupted or "stutter" dial tone.
- If you accidentally erase a message, you can retrieve it by immediately pressing the ***** key.
- After you have listened to a message, you can forward it to another mailbox by pressing **4**. The system will give you the opportunity to record additional comments. After recording your comments, press **9**. You can then press the ***** key to add additional mailboxes if you wish.
- Remember: Another person's on-campus voice mailbox address is the last four digits of his or her telephone extension.
- When recording a greeting, appending a recording to a forwarded message, or leaving a message in someone else's mailbox, you can press the **#** key to indicate you have finished your message.

For help with voice mail:
call 8700
For problems with your telephone line:
call 4600

UCSB Voice Mail

Quick Reference Card

Getting Started

When you access your mailbox for the first time, your passcode is set to your extension number. An automatically activated tutorial will guide you through the process of creating a greeting, recording your name, and changing your passcode. *You must complete this tutorial to access any messages in your mailbox.*

To Retrieve Messages

From your own extension:

- Dial **8800**.
- Enter your passcode when prompted.

From another campus extension:

- Dial **8800**.
- When prompted to enter your passcode, press the ***** key instead.
- Enter your four-digit extension number, followed by the ***** key.
- Enter your passcode when prompted.

From an off-campus telephone:

- Dial **893-8800**.
- Enter your four-digit extension number, followed by the ***** key.
- Enter your passcode when prompted.

For more information
Visit the Communications Services website at
www.commserv.ucsb.edu

UCSB Voice Mail Main Menu Options

START HERE

Dial access number (8800) and enter passcode; then choose options.

