

Additional Mailboxes

If you requested multiple mailboxes for your line, you will need to activate each individual box, including the primary greeting box. Please note the following special instructions for the initial set-up of this multiple mailbox application.

1. When prompted by the tutorial to **"Record a greeting for your callers,"** record a greeting in the main ("parent") mailbox that announces the destination the caller has reached (e.g., "You have reached Jo and Emi's room"). When prompted to **"Record your name,"** record the names of all customers who have an individual mailbox.
2. After recording the primary greeting and names in the main mailbox, each user should then initialize his or her individual ("child") mailbox using the instructions provided by the tutorial. After the individual mailboxes have been set up, callers dialing the primary extension will first hear "You have reached Jo and Emi's room." Then the system will provide the option, "Dial 1 for Jo, 2 for Emi," etc.
3. To retrieve messages from your individual mailbox, dial **8800** and follow the prompts.
4. To remotely retrieve messages from your individual mailbox, you should:
 - a. Dial **8800** if calling from another 893 number, or **893-8800** from any other telephone.
 - b. Press the ***** key, then enter the last four digits of your telephone number, followed by the number of the "child" mailbox. For example, if your telephone number is 893-9999 and yours is the first child mailbox, you would enter "9999-1."
 - c. Press the ***** key again.
 - d. Enter your passcode.

For help with voice mail:

call 8700

For problems with your telephone line:

call 4600

For billing questions:

call 8700

Playback Controls

While listening to a message, you can press the following keys at any time to access these playback options.

- 1** To pause for 30 seconds
(To resume, press any key)
- *** 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

Tips

- #** 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 the last four digits of your telephone number.

UCSB Residential Voice Mail

Quick Reference Card

Getting Started

When you access your mailbox for the first time, your passcode is set to the last four digits of your telephone 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.*

A Message is Waiting

You have a message in your mailbox when you lift the receiver and hear an interrupted or "stutter" tone.

To Retrieve Messages

From your room or apartment:

1. Dial **8800**.
2. Enter your passcode when prompted.

From another UCSB number:

1. Dial **8800**.
2. When prompted to enter your passcode, press the ***** key instead.
3. Enter the last 4 digits of your telephone number, followed by the ***** key.
4. Enter your passcode when prompted.

From a non-UCSB number:

1. Dial **893-8800**.
2. Enter the last 4 digits of your telephone number, followed by the ***** key.
3. Enter your passcode when prompted.

Questions? Visit Communications Services at www.commserv.ucsb.edu/residents

Voice Mail Menu Options for UCSB Residents

START HERE

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



USER OPTIONS



PLAY MESSAGE



WAKE UP CALLS

Call Schedule Options

