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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://ist.berkeley.edu/calvoicemail For additional information or support, please contact IST Telecom at 510-664-9000 and press 1, 3, 1 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 510-664-9000 (1, 3, 2) for assistance.
To access Cal Voicemail from your Campus telephone:

1. Dial 3-5530
2. Enter your 7-digit Mailbox Number
3. 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 Phone Manager Service. To become an Enhanced or UM mailbox owner, please visit the IST Telecom Catalog.
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]
   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]
   4. Automated Attendant Options [3]
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
   c. Press [5] to Save

   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
   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 [83]
  *(When another Campus line)*
- **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 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 Phone Manager Service. To become an Enhanced or UM mailbox owner, please visit the IST Telecom Catalog.

For assistance in setting up Message Forwarding, or for information on Web Phone Manager, please contact IST Telecom at 510-664-9000 and press 1, 3, 1 to reach us immediately. More information is also available online at ist.berkeley.edu/calvoicemail
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]
c. Private, press [3]
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:
4. Enter Distribution List number or press [#] to hear a list of those you sponsor (own)
   a. Press [1] to Add 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 Telecom Catalog. Distribution Lists and their members are managed by the List owner. More information is available online at ist.berkeley.edu/calvoicemail or by calling 510-664-9000 and pressing 1, 3, 1 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
   Note: You will hear the current status of your Message Notification.
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 Telecom Catalog.

For assistance or questions on Notification, please contact IST at 510-664-9000 and press 1, 3, 1 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 [33].
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
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.

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 510-664-9000 and press 1, 3, 1 to reach us immediately. More information is also available online at ist.berkeley.edu/calvoicemail.