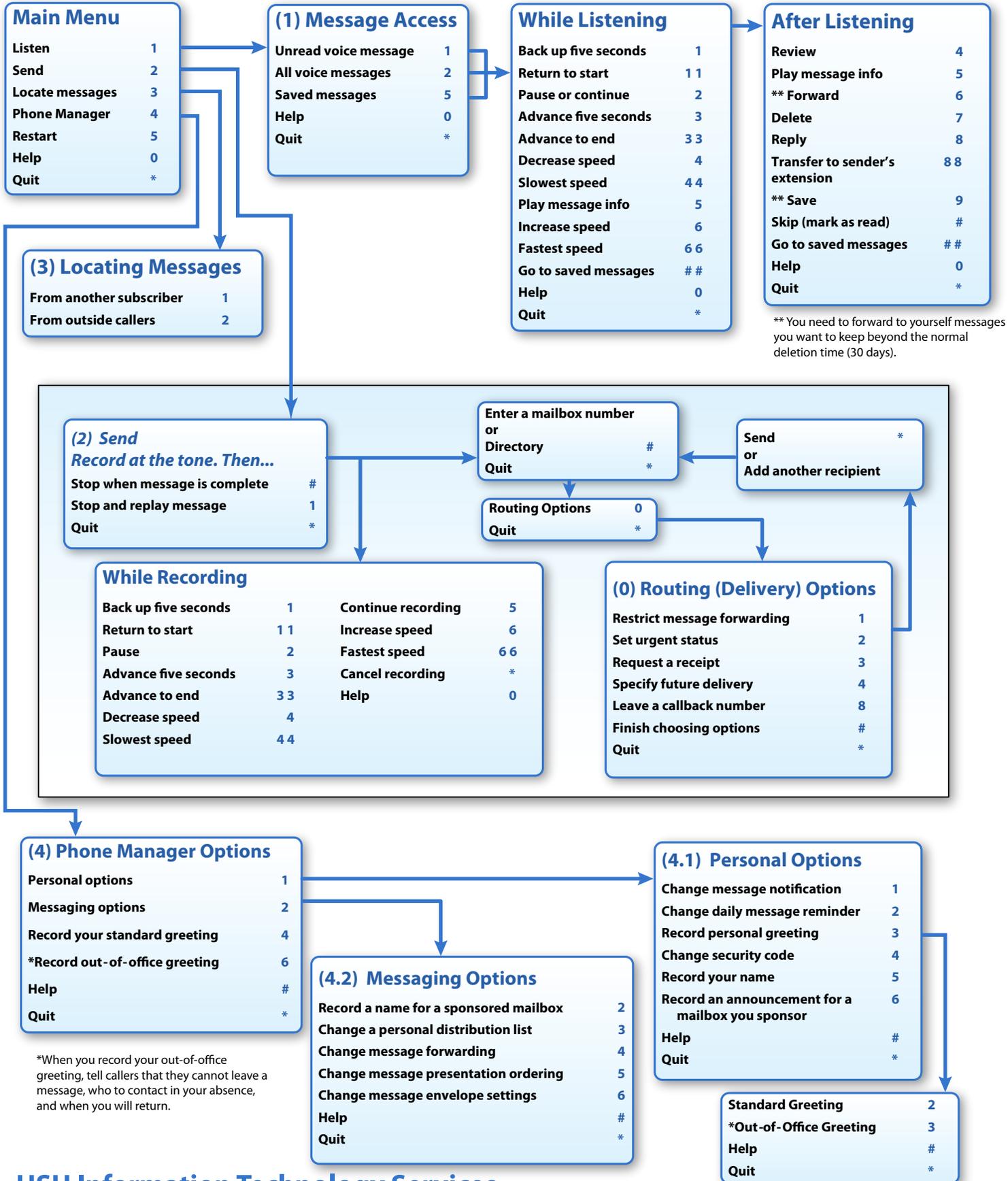


Voice Mail Quick Reference



Welcome to the HSU OneBox Voicemail System

The OneBox voicemail system has been implemented in order to emulate as closely as possible the Octel system we've been using for the past fifteen years. Over time, it will be expanded to provide you with a comprehensive unified messaging system.

OneBox will provide you with the same convenient control over your voice messages whether you are at your desk or calling in from off campus. Because it emulates the Octel system, you won't need to relearn most of the keystroke commands you use to send, retrieve, and manage your messages. The system voice prompts are very thorough and detailed, making it easy to find the functions you need.

Before You Start

Below is the information you need to set up your new voicemail box:

On-campus access number: x6999

Off-campus access number: (707) 826-6999

Your temporary security code to set up your voicemail box is 0000.

Setting Up Your Mailbox

Follow these simple steps to start using OneBox.

1. Dial the on- or off-campus voicemail access number above.
2. If you're off-campus, press # to bypass the HSU welcome message and enter your mailbox number
3. Enter the temporary security code above.

From this point on, just follow the system prompts to:

- Set a new, personalized, security code
- Record your name
- Record a personalized greeting for your callers

You will know that you've completed the setup correctly when you hear "Congratulations".

IMPORTANT!

If you hang up before you hear the word "Congratulations", you'll have to repeat the entire setup process, including setting a new PIN.

Below are the key command sequences you'll need most often to manage your voicemail:

Accessing Messages

<i>If you want to ...</i>	<i>then enter ...</i>
Listen to new/unread messages	1 1
Find messages for a specific caller	3 1
Find messages from outside callers	3 2
Record and send a message	2

After Listening to a Message

<i>If you want to ...</i>	<i>then enter ...</i>
Replay message	4
Forward message	6
Delete message	7
Reply to message	8
Call sender	8 8
Save message	9

After Recording/Addressing Message

<i>If you want to ...</i>	<i>then enter ...</i>
Restrict forwarding of the message	1
Mark the message as urgent	2
Request a return receipt	3
Set future delivery	4
Leave a callback number	8

Changing Your Mailbox Settings

<i>If you want to ...</i>	<i>then enter ...</i>
Change your name recording	4 1 5
Change your out-of-office greeting*	4 1 3 3 OR 4 6
Change your password	4 1 4
Change your standard greeting	4 1 3 2 OR 4 4
Set automatic message forwarding	4 2 4
Set immediate message notification	4 1 1

**When you record your out-of-office greeting, tell callers that they cannot leave a message, who they should contact in your absence, and when you will return.*

To transfer a call directly to someone's voicemail:

1. With the caller on line, press any open line
2. Dial 6999
3. At the system prompt, enter *9, then the extension number for the person to whom you want to transfer the call, followed by #.
4. Press the transfer button.