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Listen 1
Send 2
Locate messages 3
Phone Manager 4
Restart 5
Help 0
Quit *

(1) Message Access
Unread voice message 1
All voice messages 2
Saved messages 5
Help 0
Quit *

(4.1) Personal Options
Change message notification 1
Change daily message reminder 2
Record personal greeting 3
Change security code 4
Record your name 5
Record an announcement for a mailbox you sponsor
Help #
Quit *

(4.2) Messaging Options
Record a name for a sponsored mailbox 2
Change a personal distribution list 3
Change message forwarding 4
Change message presentation ordering 5
Change message envelope settings 6
Help #
Quit *

(0) Routing (Delivery) Options
Restrict message forwarding 1
Set urgent status 2
Request a receipt 3
Specify future delivery 4
Leave a callback number 8
Finish choosing options #
Quit *

While Listening
Back up five seconds 1
Return to start 11
Pause or continue 2
Advance five seconds 3
Advance to end 33
Decrease speed 4
Slowest speed 44
Play message info 5
Increase speed 6
Fastest speed 66
Go to saved messages ##
Help 0
Quit *

After Listening
Review 4
Play message info 5
** Forward 6
Delete 7
Reply 8
Transfer to sender’s extension 88
** Save 9
Skip (mark as read) #
Go to saved messages ##
Help 0
Quit *

(2) Send
Record at the tone. Then...
Stop when message is complete #
Stop and replay message 1 *
Quit *

While Recording
Back up five seconds 1
Return to start 11
Pause 2
Fastest speed 66
Advance five seconds 3
Cancel recording *
Advance to end 33
Help 0
Decrease speed 4
Slowest speed 44
Continue recording 5
Increase speed 6

(3) Locating Messages
From another subscriber 1
From outside callers 2

While Listening
Back up five seconds 1
Return to start 11
Pause or continue 2
Advance five seconds 3
Advance to end 33
Decrease speed 4
Slowest speed 44
Play message info 5
Increase speed 6
Fastest speed 66
Go to saved messages ##
Help 0
Quit *

After Listening
Review 4
Play message info 5
** Forward 6
Delete 7
Reply 8
Transfer to sender’s extension 88
** Save 9
Skip (mark as read) #
Go to saved messages ##
Help 0
Quit *

** You need to forward to yourself messages you want to keep beyond the normal deletion time (30 days).

(4) Phone Manager Options
Personal options 1
Messaging options 2
Record your standard greeting 4
*Record out-of-office greeting 6
Help #
Quit *

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

Voice Mail Quick Reference
HSU Information Technology Services www.humboldt.edu/its

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

<table>
<thead>
<tr>
<th>If you want to …</th>
<th>then enter …</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listen to new/unread messages</td>
<td>1 1</td>
</tr>
<tr>
<td>Find messages for a specific caller</td>
<td>3 1</td>
</tr>
<tr>
<td>Find messages from outside callers</td>
<td>3 2</td>
</tr>
<tr>
<td>Record and send a message</td>
<td>2</td>
</tr>
</tbody>
</table>

**After Listening to a Message**

<table>
<thead>
<tr>
<th>If you want to …</th>
<th>then enter …</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replay message</td>
<td>4</td>
</tr>
<tr>
<td>Forward message</td>
<td>6</td>
</tr>
<tr>
<td>Delete message</td>
<td>7</td>
</tr>
<tr>
<td>Reply to message</td>
<td>8</td>
</tr>
<tr>
<td>Call sender</td>
<td>8 8</td>
</tr>
<tr>
<td>Save message</td>
<td>9</td>
</tr>
</tbody>
</table>

**After Recording/Addressing Message**

<table>
<thead>
<tr>
<th>If you want to …</th>
<th>then enter …</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restrict forwarding of the message</td>
<td>1</td>
</tr>
<tr>
<td>Mark the message as urgent</td>
<td>2</td>
</tr>
<tr>
<td>Request a return receipt</td>
<td>3</td>
</tr>
<tr>
<td>Set future delivery</td>
<td>4</td>
</tr>
<tr>
<td>Leave a callback number</td>
<td>8</td>
</tr>
</tbody>
</table>

**Changing Your Mailbox Settings**

<table>
<thead>
<tr>
<th>If you want to …</th>
<th>then enter …</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change your name recording</td>
<td>4 1 5</td>
</tr>
<tr>
<td>Change your out-of-office greeting*</td>
<td>4 1 3 3</td>
</tr>
<tr>
<td>Change your password</td>
<td>4 1 4</td>
</tr>
<tr>
<td>Change your standard greeting</td>
<td>4 1 3 2</td>
</tr>
<tr>
<td>Set automatic message forwarding</td>
<td>4 2 4</td>
</tr>
<tr>
<td>Set immediate message notification</td>
<td>4 1 1</td>
</tr>
</tbody>
</table>

*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.