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| Welcome!Your CX system provides access to voice, fax, and email messages.

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| Before You Start |
| To access voicemail:* On campus? 6-6245
* Off campus? 805-756-6245

Your mailbox number: |

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| Gaining Access to Your Mailbox |
| 1. Call the on campus or off campus number.
2. If necessary, press the key for triggering a subscriber log on (default = #).
3. If prompted, enter your subscriber mailbox number.
4. Enter your security code (or the default code, if your administrator has given you one).
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| Getting Started |
| *If you want to…*  | *Enter* |
| Listen to new messages | **1** |
| Record a message for another subscriber  | **2** |
| Set User Options | **3** |
| Listen to saved messages  | **5** |
| Listen to and recover messages marked for deletion(current session only) | **7** |

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| Listening to New messages |
| *If you want to…*  | *Enter* |
| Listen to voice messages | **1** |
| Listen to fax messages | **2** |
| Listen to e-mail messages | **3** |
| Listen to messages from outside callers | **4** |
| Listen to messages from a specific mailbox | **5** |
| Listen to all messages  | **9** |

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| While Listening to a Message |
| *If you want to…*  | *Enter* |
| Pause | **1** |
| Increase playback speed\* | **1 4** |
| Decrease playback speed\* | **1 7** |
| Forward | **2** |
| Backup five seconds | **3** |
| Delete | **4** |
| Save | **5** |
| Review | **6** |
| Skip to the next message | **7** |
| Reply | **8** |
| Skip ahead five seconds  | **9** |
| Listen to message envelope information | **0 0** |
| While Replying to a Message |
| *If you want to…*  | *Enter* |
| Select mailbox\* | **1** |
| Record | **2** |
| Transfer to extension\* | **3** |
| Transfer to number\* | **4** |
| Reply all\* | **5** |

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| While Recording a Message |
| *If you want to…*  | *Enter* |
| Stop recording | **2** |
| Backup five seconds | **3** |
| Discard and start over | **4** |
| Skip ahead five seconds | **9** |

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| After Recording a Message |
| *If you want to…*  | *Enter* |
| Send the message | **#** |
| Continue recording | **2** |
| Discard and start over | **4** |
| Review | **6** |
| Request future delivery  | **0 1** |
| Mark the message urgent  | **0 2** |
| Restrict forwarding of the message | **0 3** |
| Request a return receipt  | **0 5** |
| Leave number where you can be reached | **0 8** |

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| Printing the VM Pocket GuideThis VM Pocket Guide has been produced as a completely editable Microsoft Word document. To produce it, do the following:1. Print the document double-sided. The margins of this document are set at .5”. If Microsoft Word produces a dialog box reading “The margins of this Document are set outside of the printable area,” select **Yes**.

http://www.thedoctools.com/images/mt_print_margins_warning.png | 1. Cut the document along the lower dotted line.

 | 1. Fold the document in half at the center dotted line.

 | 1. Fold the panels on either side back the opposite direction on the relevant dotted lines.
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| **Getting Started** |
| *If you want to…*  | *Enter* |
| Change immediate message notification\* | **3 1 1** |
| Change daily reminder\* | **3 1 2** |
| Change your busy greeting\* | **3 1 3 1** or **3 5** |
| Change your standard greeting  | **3 1 3 2** or **3 4** |
| Change your out-of-office greeting\* | **3 1 3 3** or **3 6** |
| Change your security code  | **3 1 4** |
| Change your name recording | **3 1 5** |
| Change language\* | **3 1 7** |
| Change SMS notification\* | **3 1 8** |

\* Depending on how your CX system is set up, these commands may not be available. Please consult your system administrator for additional information |

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| **While Listening to a Message** |
| *If you want to…*  | *Enter* |
| Change a personal distribution list\* | **3 2 3** |
| Set automatic message forwarding  | **3 2 4** |
| Set message presentation ordering  | **3 2 5** |
| Change message envelope settings | **3 2 6** |
| Change call screening\* | **3 3 1** |
| Change call blocking \* | **3 3 2** |
| Change extension-specific processing\* | **3 3 3** |
| Change diverted call processing\* | **3 3 4** |

 | Cal Poly VoicemailPocket GuideFor version 9.0 and above |

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|  | **Editing This Document**This document is an editable Microsoft word document. Extensions, codes and text can be edited simply by clicking on the area to be edited, making changes and re-saving the document before production. **NOTE**We recommend saving the edited document with a new file name, so that a copy of the original document is preserved. | **Changing the Logo**1. Click on the logo image to select it.
2. Do one of the following:
* In Word 2007 and later, right-click the logo and select **Change Picture** | **From a file**.
* In earlier versions of Word, select **Insert** | **Picture**.
1. In the **Insert Picture** dialog box, browse to the new logo file and click the **Insert** button.
2. The new logo replaces the older logo.

**NOTE**The new logo should be no more than 2” wide and 2” tall. A \*.png file is recommended. |  |