Voice Mail Quick Reference

Main Menu
- 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 *

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

(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
- Advance five seconds 3
- Advance to end 33
- Decrease speed 4
- Slowest speed 44
- Continue recording 5
- Increase speed 6
- Fastest speed 66
- Cancel recording *
- Help 0

Routing Options
- Enter a mailbox number or Directory #
- Quit *

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 *

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

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).

*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.

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**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.

**Accessing Messages**

- **If you want to...**
  - 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**

- **If you want to...**
  - Replay message: 4
  - Forward message: 6
  - Delete message: 7
  - Reply to message: 8
  - Call sender: 8 8
  - Save message: 9

**After Recording/Addressing Message**

- **If you want to...**
  - 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**

- **If you want to...**
  - 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