

Voice Message Frequently Asked Questions

1. I called 3-7800 to access my voice mail, but it does not recognize my password. It was working on Friday.

Answer: On January 16, 2009, a memo was distributed to notify the campus of the implementation plans for the new voice mail system. January 31, 2009, the voice mail system was upgraded and all users are required to initialize their new voice mailbox. The initialization requires that you enter a default password and then enter a new password. For a copy of the memo and the instructions to initialize your voice mailbox, go to www.calstatela.edu/its/techsupport/communication (Read the memo).

2. My telephone message light is on, but when I check voice mail, it says that I have no messages.

Answer: The message light is a reminder that you have unheard messages in the old message system. You can listen to your old messages by dialing 3-7900 and entering your old password. Once you have listened to the messages in the old system, the light will turn off.

3. When I dial into my voice mailbox and hit # # (twice), it asks me to enter my mailbox number. In the old system, I pressed # # and was able to by-pass entering my mailbox number and the system would prompt me to enter my password.

Answer: In the new voice mail system, you only need to hit the # **once** to by-pass entering your mailbox number.

4. What are the major differences between the two voice message systems?

Answer: The commands in the new voice mail system are almost identical to the old system. The major difference is in the number of # (number sign) that must be entered. You must enter # after you enter your extension and after entering your password.

Another difference is that you must press 3 after you have listened to a message to delete to it. The system will not automatically delete a message after you have listened to it. If you do not delete the message, it will be saved for 14 days.

5. What will happen to the saved messages that are in my old mailbox?

Answer: The messages saved in you old mailbox will be deleted after 14 days from the time you listened to them. If you need to access the old system, dial 3-7900 and enter your old password. Please note that the old voice message system will not be accessible after February 13, 2009.

6. How long are voice messages saved in the new voice mail system?

Answer: Voice messages are saved for 14 days after you have listened to the message.

7. Can I move any of my old messages to the new voice message system?

Answer: No, you will not be able to move old messages to the new system. The voice mail systems are two separate and different systems and old messages cannot be migrated to the new system. If you have a message that must be saved, you will need to record it on to another media such as a tape recorder.

8. How do I set up a voice mail distribution list?

Answer: Instructions for setting up voice mail distribution lists are located on the Communication Services Web site at www.calstatela.edu/its/techsupport/communication.

9. How do I leave an Express Message?

Answer: The steps to leave an Express Message are:

- Dial 3-7800
- Press * *
- Enter the recipient's extension number, press #
- Record your message
- Hang up

10. How can I leave a message without listening to an entire greeting?

Answer: As soon as the greeting begins, press the # to by-pass the entire greeting and leave your message, then hang up.