CITY COLLEGE OF SF

HOW TO ACCESS YOUR VOICE MAIL

From My Phone
- Dial
- Enter Password

From Another Phone
- Dial
- Press *
- Dial Your Mailbox
- Enter Password

From Home
- Dial
- Press #
- Dial My Mailbox
- Enter Password

MAIN MENU

Review 1
Send 2
Message Locator 3
Personal Options 4
Restart Session 5
Exit *

Cancel or Exit *
Help 0
Complete or Skip #
OCTEL VOICE MESSAGING

To initialize your mailbox:

1. Call OCTEL Extension number ( ).

2. Listen to the tutorial; when asked for your temporary password, enter your extension number #.

3. When prompted, enter a new personal password. (Requires 4-15 digits) #.

4. When prompted, record your name. (First and last name only)

5. When prompted record a personal greeting

**SAMPLE PERSONAL GREETINGS**

A. "Hi, this is _________. I'm sorry I missed your call, but if you leave your name, telephone number and a detailed message, I'll get back to you as soon as possible. In the future, you may skip my greeting by pressing the # key."

B. "Hi, this is _________. It's Monday, October 6 and I'll be out of the office until two o'clock. I will be checking my messages throughout the day, so please leave your name and telephone number and a detailed message and I'll call you as soon as I can. If you prefer, press zero for assistance."

**SAMPLE EXTENDED ABSENCE GREETING**

C. "Hi, this is _________. I will be on vacation from Monday, March 21 through Friday, March 25 and will not be checking for messages. I will be back in the office on Monday, March 28 and I will be happy to return your call then. Please leave your name, telephone number and a detailed message or if you need assistance, please press zero and speak to my administrator."
EXPRESS MESSAGE: HOW TO TRANSFER A CALLER DIRECTLY TO A VOICE MAILBOX

1. While on a call
2. Dial the extension number
3. Press *2
4. Press End

The caller will only hear the greeting of the mailbox dialed and will be able to record a message.
### OCTEL VOICE MESSAGING

#### Helpful Hints

#### Send Messages
- Send messages to another user: PRESS 2
- Record message: PRESS #
- Enter destination: PRESS #

#### Forward Messages
- Forward message to another user: PRESS 6
- Record introduction: PRESS #
- Enter destination mailbox number: PRESS #

#### Message Review
- Skip forward 10 seconds: PRESS 3
- Go to end of message: PRESS 3 3
- Skip backward 10 seconds: PRESS 1
- Skip to beginning of message: PRESS 1 1
- Skip to new message: PRESS #
- Skip to archived messages: PRESS # #
- To increase volume: PRESS 9
- To return to normal volume: PRESS 8
- To speed up message: PRESS 6
- To slow down message: PRESS 4
Message Review (cont)

To replay the message
   PRESS 4
To hear date and time of
   received message
   PRESS 5
To send a copy to another mailbox
   PRESS 6
To erase the message
   PRESS 7
To reply to a message sent from
   another subscriber's mailbox
   PRESS 8
To save the message
   PRESS 9

How to change your PASSWORD:

   4  2  1  1

How to change your PERSONAL GREETING:

   4  3  1  2
OCTEL VOICE MESSAGING

Playback Controls

Position
1 Rewind
2 Pause
3 Forward

Speed
4 Slower
5 Envelope

Volume
6 Normal
7 Faster
8 Volume

9 Volume

* Cancel
Review

0 Hear
Options

# Skip
Message