

Welcome to the APU Voicemail System



Voicemail on-campus extension: 3750
 Voicemail off-campus number: 626-815-3888
 Your subscriber mailbox number: _____

First Time Setup	
Call the on campus voicemail ext. from your phone	3750
Enter the default security code	0000
You'll be prompted to enter a new security code	4 – 15 digits
Next you will need to record your name	Record only first and last name
Last step is to record your standard greeting	

Reviewing Your Messages From Your Phone	Reviewing Your Messages From Any Other Campus Phone
<ul style="list-style-type: none"> • Call ext. 3750 • Enter your security code • System will indicate messages • Enter 1 1 to listen to new messages 	<ul style="list-style-type: none"> • Call ext. 3750 • Enter * # • Enter your mailbox number • Enter your security code • Enter 1 1 to listen to new messages

Options While Listening to a Message				Options After Listening to a Message			
Back up 5 Seconds	1	Return to start	11	Review	4	Reply	8
Pause/continue	2			Play message info	5	Trsf to ext	88
Advance 5 seconds	3	Advance to end	33	Forward	6	Save	9
Decrease Speed	4	Slowest speed	44	Delete	7	Skip message	#
Play message info	5						
Increase speed	6	Fastest speed	66				
Decrease volume	8	Increase volume	9				
To hear all options	0	Go to saved messages			##		

Shortcuts for Common Tasks (From the Main Menu)	
Change your security code	4 1 4
Change your standard greeting	4 1 3 2 or 4 4
Change/set your out-of-office greeting	4 1 3 3 or 4 6
Change your name recording	4 1 5

To program a line to forward to voicemail (or to another ext. - use the ext. in place of 3750):

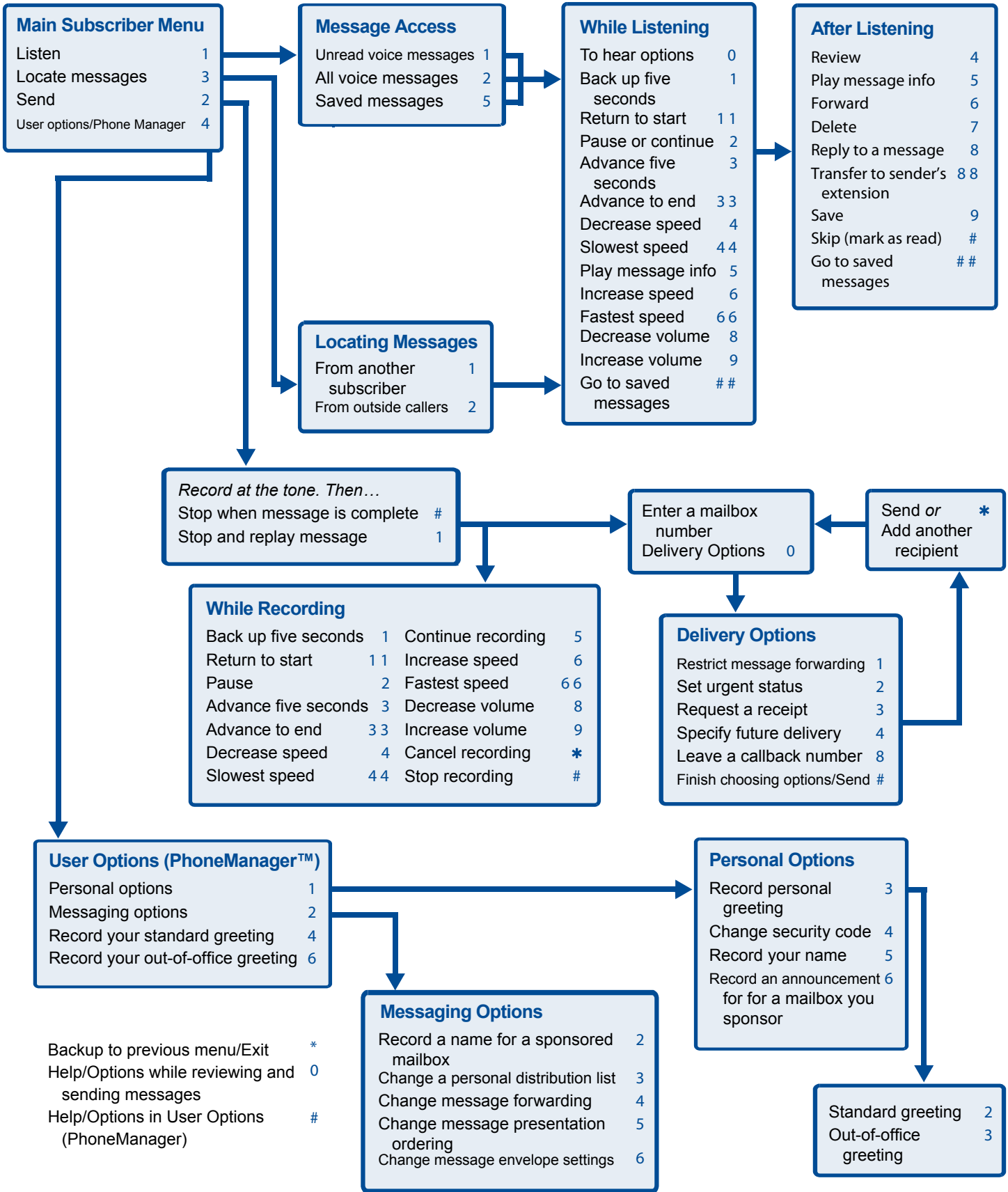
Function	Start	Cancel
Forward Busy (recommended)	Lift handset, Press *2 3750	Lift handset, Press #2
Forward No Answer (recommended)	Lift handset, Press *5 3750	Lift handset, Press #5
Forward All Calls	Lift handset, Press *3 3750	Lift handset, Press #3

NOTE: If your calls are set to forward to another ext., calls will revert back to your voicemail if there is no answer at the other ext.

- Maximum retention for new or saved messages is 30 days. A message cannot be re-saved.
- Selecting an attendant: To give callers the option to transfer from your voicemail to an assistant or someone else in your department, instruct callers in your greeting to dial * plus the ext.
- To transfer callers directly to voicemail, dial ext. 6002 and follow the prompts.

For complete voicemail instructions, please see: www.apu.edu/imt/telecommunications/voicemail/.

Voicemail Quick Reference Card



Main Subscriber Menu

- Listen 1
- Locate messages 3
- Send 2
- User options/Phone Manager 4

Message Access

- Unread voice messages 1
- All voice messages 2
- Saved messages 5

While Listening

- To hear options 0
- 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
- Decrease volume 8
- Increase volume 9
- Go to saved messages ##

After Listening

- Review 4
- Play message info 5
- Forward 6
- Delete 7
- Reply to a message 8
- Transfer to sender's extension 88
- Save 9
- Skip (mark as read) #
- Go to saved messages ##

Locating Messages

- From another subscriber 1
- From outside callers 2

Record at the tone. Then...

- Stop when message is complete #
- Stop and replay message 1

Enter a mailbox number

- Delivery Options 0

Send or Add another recipient *

While Recording

Back up five seconds 1	Continue recording 5
Return to start 11	Increase speed 6
Pause 2	Fastest speed 66
Advance five seconds 3	Decrease volume 8
Advance to end 33	Increase volume 9
Decrease speed 4	Cancel recording *
Slowest speed 44	Stop recording #

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/Send #

User Options (PhoneManager™)

- Personal options 1
- Messaging options 2
- Record your standard greeting 4
- Record your out-of-office greeting 6

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

Personal Options

- Record personal greeting 3
- Change security code 4
- Record your name 5
- Record an announcement for a mailbox you sponsor 6

Standard greeting 2

Out-of-office greeting 3

Backup to previous menu/Exit *

Help/Options while reviewing and sending messages 0

Help/Options in User Options (PhoneManager) #