Setting up and Using Your Voicemail

Unified Messaging

Setup and use your @CSULB voice mailbox

Welcome

Welcome to the new CSULB voice mail system. The Aria system offers an updated telephone user interface (TUI) similar to most mobile device TUI's. Also, you can now manage your voice mails and personal settings from the web with the new Web PhoneManager.

Setting Up Your Mailbox

Before you begin using your new voice mail, you will need to run through a quick and simple setup. You should have been provided with a default password to use for the initial login. If you don't recall what this password is, you can contact your Administrative Services Manager (ASM) or call the campus Operator (press 0 on your campus phone).

In order to complete setup, you will be guided through the following steps:

- Change your security code
- Record your full name
- Record your greeting

To change your security code:

- Dial 51234 from your desk phone. Dial 2 to record your full name
- When prompted, record your greeting.

Recommended standard greetings:

"You have reached the voice mailbox for [Your Name]. Please leave a brief message and I will return your call as soon as possible. Thank you."
"This is Jane. Please leave a message with your name and number, and I'll return your call."
When you hear, "Congratulations…." you are ready to begin using your new voice mail system.

Logging In

It is important to note that there are three ways to login to the system depending on where you are calling from.

From Your Desk

To login from your desk:

- Lift the hand receiver
- Dial 51234 (or press the lit voicemail button)
- You will be prompted to enter your security code

Note: In the previous system, you entered # and your phone extension first.

From a coworker's desk

To login from a campus phone other than your own:

- Lift the hand set
- Dial *
- Enter your 5-digit campus extension
- Enter your security code

From off-campus

To login into the voice mail system from off campus:

- Dial 562-985-1234
- Dial *
- Enter your 5-digit campus extension
- Enter your security code

Working with Messages

Quick message

A quick message allows you to dial into the voice mail system and leave a message for someone without calling them and waiting through the rings before it is diverted to voice mail.
To leave a quick message:

- Login into the voice mail system
- As soon as you hear the prompt, dial * 8
- Dial the recipient's 5-digit extension

Check Messages

After you have logged into the system, begin playing new messages by dialing 1. See the command chart below for all options. Note these commands are similar to those used by most mobile device carriers.
Common commands:

Play	1
Advance 5 seconds while listening	3
Advance to end while listening	33
Skip to next message while listening	
Forward message to another user after listening	6

Delete after listening	7
Reply to an extension after listening	8

Playing Messages

Main Menu
Listen	1
Locate	2
Exit	*

Message Access
Unread voice messages	1
All voice messages	2
Saved messages	5
Fax messages	3

Fax Options
Unread messages	1
All messages	2
Saved messages	3

While Listening
Transfer to the operator	0 0
Back up five seconds	1
Return to start	1 1
Pause or continue	2
Advance five seconds	3
Advance to end	3 3
Decrease speed	4
Slowest speed	4 4
Play message info	5
Increase speed	6
Fastest speed	6 6
Change playback language (email messages only)	7
Decrease volume	8
Increase volume	9
Go to saved messages	# #
Skip to next	#

After Listening
Review	4
Play message info	5
Forward	6
Delete	7
Reply to an extension	8
Reply to an outside number	8 8
Save	9
Skip (Mark as read)	#
Go to save messages	# #
Print (fax messages only)	2

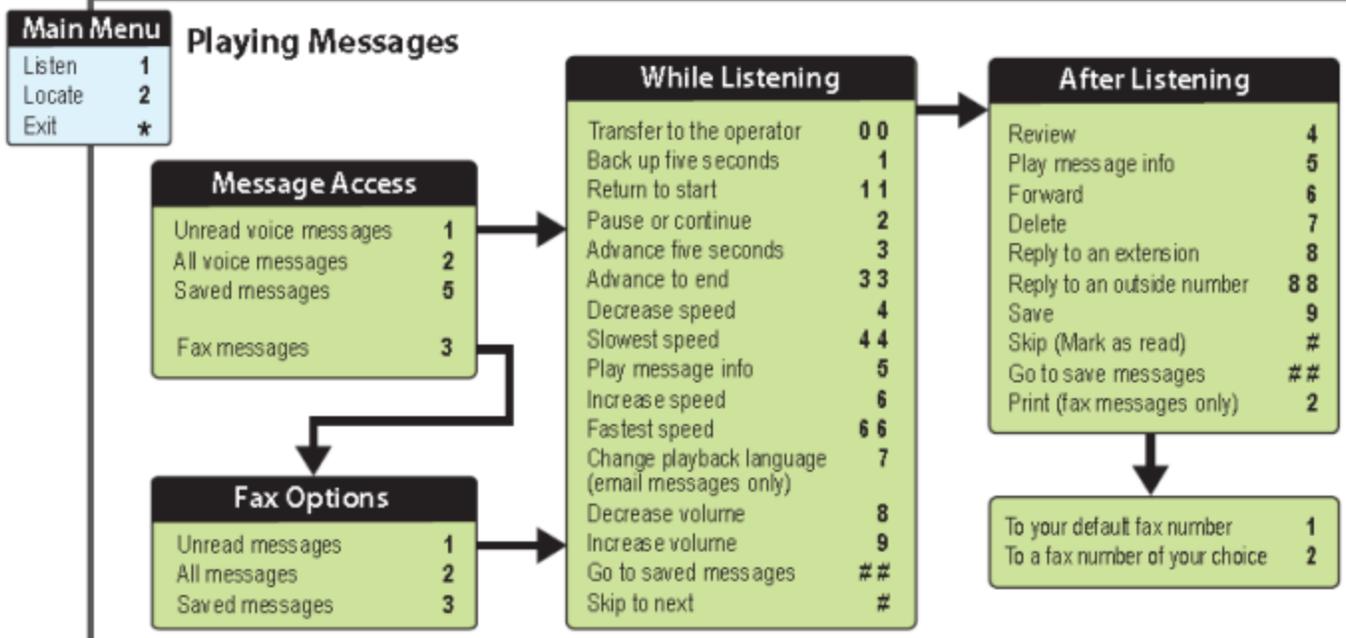| To your default fax number | 1 |
| To a fax number of your choice | 2 |

Figure 1: screenshot of the various voice mail command options

Sending Messages

When you send a message, you can record a message and deliver it to one or multiple mailboxes simultaneously. To send a message, login to your mailbox and dial 3. All available commands are shown below.
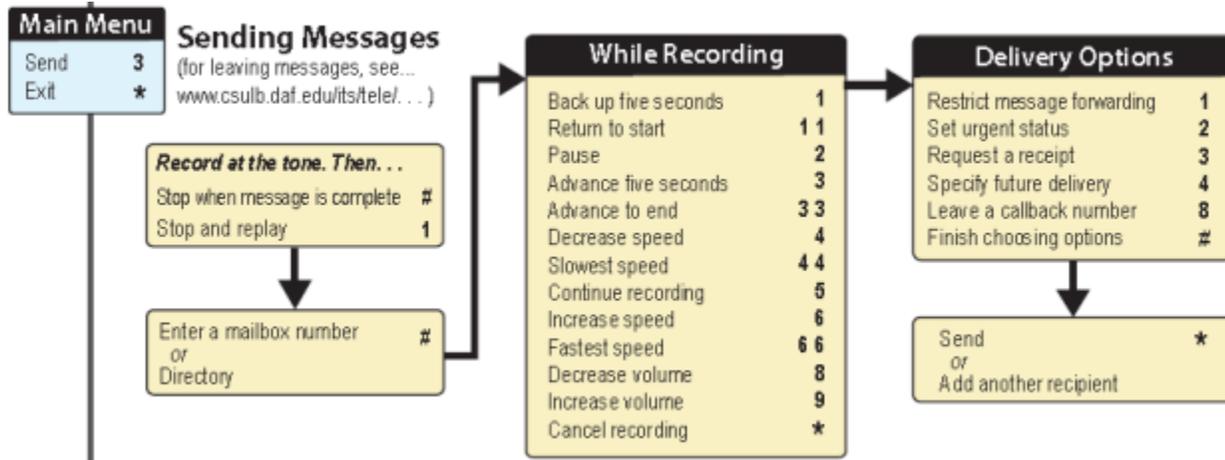
Main Menu
| Send | 3 |
| Exit | * |

Sending Messages
(for leaving messages, see.... www.csulb.daf.edu/its/tele/. . .)

Record at the tone. Then. . .
| Stop when message is complete | # |
| Stop and replay | 1 |

| Enter a mailbox number or Directory | # |

While Recording
Back up five seconds	1
Return to start	1 1
Pause	2
Advance five seconds	3
Advance to end	3 3
Decrease speed	4
Slowest speed	4 4
Continue recording	5
Increase speed	6
Fastest speed	6 6
Decrease volume	8
Increase volume	9
Cancel 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 or Add another recipient | * |

Figure 2: screenshot of the various voice mail command options for sending messages

Mailbox Options

Some of the common mailbox options are recording your name, your greeting or changing your security code. To access Mailbox Options, login to your mailbox and dial 4. All available commands are shown below.
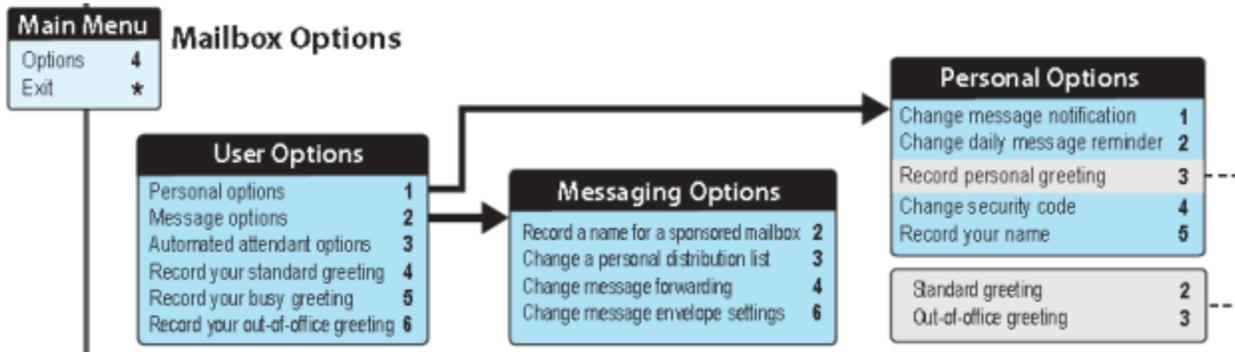
Figure 3: screenshot of the various voice mail command options for mailbox options

Web PhoneManager

With Web Phone Manager, you can play, reply to, forward, and save voice mail messages as well as manage your personal settings. All you need is an internet connection and a web browser.
To login, go to http://voicemail.csulb.edu and enter your 5-digit mailbox number and security code.

Figure 4: screenshot of the Web Phone Manager login screen

The Inbox Tab

After logging in to WPM, you will be taken to your Inbox by default. Your voice mail messages are sorted with the most recent on top (you can resort with the **Sort by** dropdown) and unread messages are shown in bold.
To view the options for a message, simply click on it.
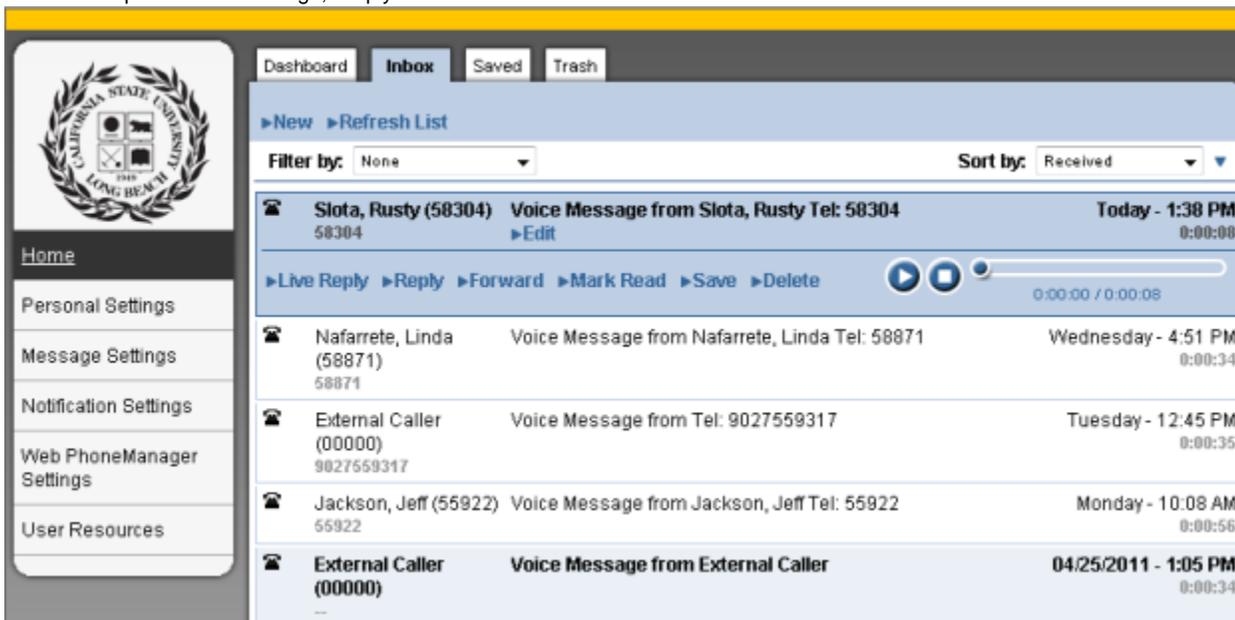
Figure 5: screenshot of a sample of the Web Phone Manager inbox

Live Reply

Live Reply can only be used if the caller is a campus user. Click Live Reply and a dialog prompt will appear with the users' name and extension. Click OK. Your phone will ring. Pick it up and the user will automatically be dialed (Note: If the user happens to be on the phone, the system will redirect you to the caller interface.)
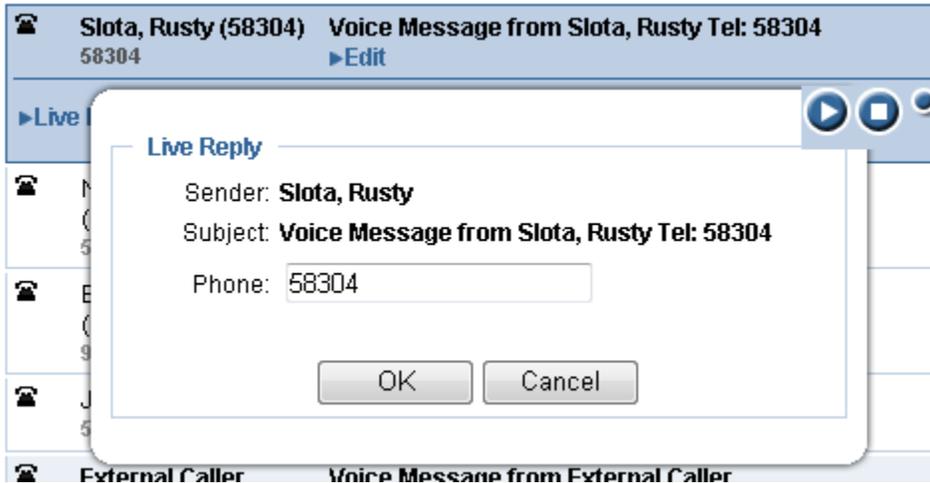

Figure 6: screenshot of Live Reply feature

Reply

Reply allows you to record a message through your phone and send it with WPM. To reply to a message, click **Reply**.
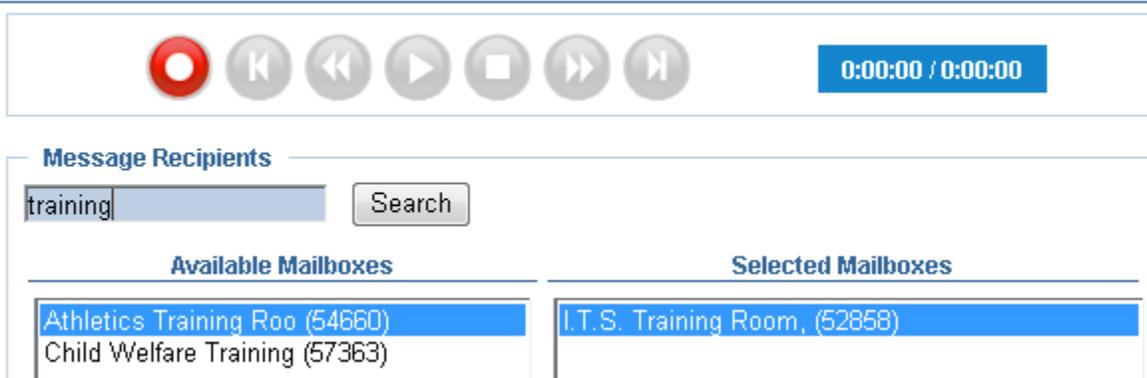
Figure 7: screenshot of Live Reply recording interface

- Click the Record button.

  Your phone will ring and you will hear a beep.
- Begin recording your message.
- When you are done, hang up and click the stop button.

- In the Message Recipients field, type the user name(s) you would like to reply to and click **Search**.
- When the user appears in the Available Mailboxes window, select it and click Add. It will appear in the Selected Mailboxes window.
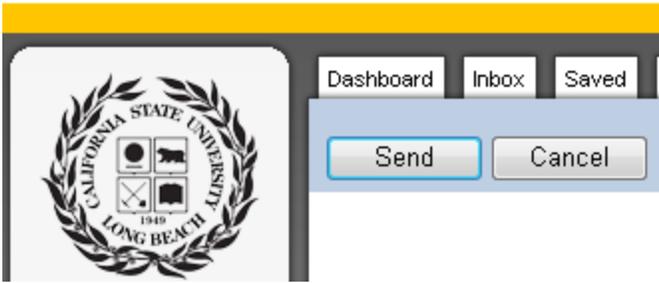- To send, click the Send button in the upper left corner.

Figure 8: screenshot of Live Reply recording interface Send button

Other options allow you to **Forward** an item or **Mark it Unread**.

Figure 9: screenshot of Forward an item or Mark it Unread options

Saving Messages

Any messages you save will be stored on the **Saved** tab. These will be stored indefinitely until you delete them.

Deleting Messages

Items deleted will be stored on the **Trash** tab. Note that any items deleted, but not emptied from the trash will automatically delete in **##** days.

Personal Settings

Recordings

To **Record** your mailbox name, click **Recorded Name** > **Record** button

Figure 10: screenshot of Record Name interface

- Your phone will ring. Pick it up.
- After a 3 second pause, a beep will sound. This is your cue to begin recording.
- When finished, click the Stop button in WPM.
- Click OK

You can follow this same process to record your **Standard Greeting**, **Busy Greeting** and **Out-of-Office Greeting**. To enable the out of office greeting, mark the checkbox. To disable it, uncheck it.

Phone Numbers

WHAT DOES THE PERSONAL OPERATOR DO? IS THIS AN EXTENSION Or CAN IT BE AN EXTERNAL NUMBER? no it cannot be external. must be an extension

Figure 11: screenshot of ???

Security Code

To change your Security Code, enter your **Current Security Code**, the **New Security Code** and Confirm it. Click **OK**.

Figure 12: screenshot of Change Security Code feature

Message Settings

Auto Play Envelope

The envelope contains information on who called, and what day and time. Select **None** to not play the envelope information. Select **Before** to play it automatically before every message or **After** to play it after the message.

Envelope Content

Select **Complete Envelope** to play who the call came from in addition to the date and time. Select **Date/Time Only** to only play that information.

Options

To have messaged marked Urgent always appear at the top of your inbox, check **Sort Urgent First**.

Order

Automatically sort messages to see the **Newest First (FIFO)** or the **Oldest First (LIFO)**.

Notification Settings

Forwarding

In the event of a vacation or extended absence, you can forward voice mail messages using the Forwarding option. Click the … button to search the directory. Type a user's name and click Search. When the username appears, select it and click OK.
You can specify the days and hours for forwarding and days of the week.
When finished, click OK.

Web PhoneManager Settings

Playback

Under Playback Settings, select **Telephone** to have WPM ring your phone when you click on a message to hear it. Select **Streaming Media** for hear it through your computer. Select **Download** to launch a .wav file download when played. Click **OK**.

User Resources

Under the Documentation tab you will find downloadable Quick Reference Guide. Also, use the Help button located in the upper right corner for additional online help.

? Help

For further assistance, call x54480.

Logging Out

To log out, click the Logout button in the upper right corner from anywhere in WPM.