

Voicemail Instructions for Furlough Days

Telephone Services: x4530

Your furlough greeting can be recorded as your “Gone Home” greeting or as an optional greeting if you currently use your “gone home” greeting. Instructions for both are below.

Log into your voicemail box using one of the following methods:

From your own phone	From any phone
<ul style="list-style-type: none">• Press your voicemail button• Enter your passcode• Press # or wait for the main menu	<ul style="list-style-type: none">• Call (760) 750-3400• Press # when voicemail answers• Enter your mailbox number (4 digit extension) and then press # or wait• Enter your passcode and then press # or wait

Using your Gone Home Greeting for your “Furlough Day Greeting”

At the main menu, press 5. The system will say “You are logged out”

If it says, “you are logged in”, press 5 again so it says “You are logged out”

At the mail menu, press 4 for Mailbox Options

Press 1 to Record Prompts

Press 4 to Record “Gone Home” greeting

Listen to your greeting¹ and if you want to re-record a greeting for the Furlough days, **press 2 to start recording.** Be ready to **press # when finished recording.**

“Hello this is _____”

Our Office is Closed Today.

This closure is necessitated due to the significant reduction in state general fund support for the CSU.

We apologize for any inconvenience this may cause.”

When you have a good recording, press 1 to save your recording.

¹If no greeting plays, the system will say, “Nothing Recorded” Press 2 to start recording and press # when finished recording.

To “Accept” your recording, **press 1.** To re-record, press 2

Log out of your mailbox by pressing * until voicemail says “Thank you for calling, good bye”

Test your greeting:

Call x3400

When voicemail answers, press 1#

Enter your extension

Listen to your greeting – this is the greeting callers will hear

Returning to your normal greeting:

When you return to work, log into your voicemail box

At the main menu, press 5. The system should say “You are logged in”

Log out of your mailbox by pressing * until voicemail says “Thank you for calling, good bye”

Using an Optional Greeting for your “Furlough Day Greeting”

At the mail menu, press 4 for Mailbox Options

Press 1 to Record Prompts

Press 2 to Record “Optional” greetings

Select a 2 digit number (01-98) (Do not use 99 because it will make your mailbox a “greet only” mailbox)

Remember this number as you may re-use it for each furlough date

The system will most likely say “Nothing Recorded” or it may play a previously recorded greeting.

To record a new greeting press 2. Be ready to **press #** when finished recording.

“Hello this is _____

Our Office is Closed Today.

This closure is necessitated due to the significant reduction in state general fund support for the CSU.

We apologize for any inconvenience this may cause.”

To Accept your recording, press 1. To re-record, press 2

Once you have an acceptable greeting recorded, **press 3 to set an active greeting.**

Enter the number of the greeting you recorded.

The system will tell you “Your active greeting is #XX”

Log out of your mailbox by pressing * until voicemail says “Thank you for calling, good bye”

Test your greeting:

Call x3400

When voicemail answers, press 1#

Enter your extension

Listen to your greeting – this is the greeting callers will hear

Returning to your normal greeting:

When you return to work, log into your voicemail box

At the main menu, **press 4** for Mailbox Options.

Press 2 to Set Active greeting

Press 0 to deactivate your optional greeting

The system will say “**Default greetings are now active**”. The system will play the greeting it was playing before the furlough day.

Log out of your mailbox by pressing * until voicemail says “Thank you for calling, good bye”

You may test your greeting with the above instructions.