

## How to access Santa Rosa Junior College Voice Mail:

**Important:** ID = Mailbox #, PIN = Passcode

### **Access voice mail from your phone:**

- Dial 4999 or press the messages button (envelope)
- Enter pin (passcode) followed by # (pound)



### **Access voice mail from another phone:**

- Dial 4999 or press the messages button (envelope)
- Press \* (star)
- Enter your ID (mailbox number) then # (pound)
- Enter your PIN (passcode) then # (pound)



### **Access voice mailbox from off campus:**

- Dial (707) 527-4999
- When the system answers press \* (star)
- Enter your ID (mailbox number) then # (pound)
- Enter your PIN (passcode) then # (pound)

**NOTE:** When you log into your mailbox the voice mail system will automatically play any new messages first. Once that is complete, you have several options that will be presented to you.

## **Main Menu and Shortcuts**

While listening to the Main menu, press:

<b>Action</b>	<b>Key(s)</b>
Hear new messages	1
Send a message	2
Review saved messages	3 1
Change setup options	4
Change greetings	4 1
Turn alternate greeting on or off	4 1 2
Edit other greetings	4 1 3
Change message notification	4 2 1
Select full or brief menus	4 2 3
Change PIN	4 3 1
Change recorded name	4 3 2
Change call transfer	4 4
Hear meetings	6
Hear external messages	7
Exit	*
Help	0

## **Send a Message Menu and Shortcuts**

After recording and addressing a message, press:

<b>Action</b>	<b>Key(s)</b>
Send message	#
Add name	9 1
Mark message urgent	1
Request return receipt	2
Mark message private	3
Set future delivery	4
Review recording	5
Rerecord	6
Add to the message	7
Cancel	*
Help	0

## **During Message Menu and Shortcuts**

While listening to a message, press:

<b>Action</b>	<b>Key(s)</b>
Restart message	1
Play message by number	1 2
Play previous message	1 4
Play next message	1 6
Save	2
Delete	3
Reply	4
Reply to all	4 2
Return call to sender	4 4
Forward message	5
Slow playback	6 4
Fast playback	6 6
Change volume	6 5
Rewind message	7
Pause or resume	8
Fast-forward	9
Fast-forward to end	#

Play first message	1 7
Play last message	1 9
Toggle urgent status on/off	1 8
Skip message, save as is	# #
Play message properties	1 5
Cancel or back up	*
Help	0

### **After Message Menu and Shortcuts**

After listening to a message, press:

<b>Action</b>	<b>Key(s)</b>
Replay message	1
Play message by number	1 2
Play previous message	1 4
Play next message	1 6
Play first message	1 7
Play last message	1 9
Toggle urgent status on/off	1 8
Delete	3

Reply	4
Reply to all	4 2
Forward message	5
Save or restore as new	6
Rewind	7
Play message properties	9
Cancel or back up	*
Help	0

### **Recording Menu**

Use the following keys while you record messages, names, and greetings:

<b>Action</b>	<b>Key(s)</b>
Pause or resume	8
End a recording	#