VoIP FAQ Reference

- **What do I do if I am locked out of my voicemail box?**

  – Please create a ticket at http://helpweb.csudh.edu. Only Telephone Services can reset the passcode. Do not use your extension number as a passcode or you will be locked out and will have to create a service ticket.

- **How do we set an out of office message?**

  – Use the "busy" greeting. Leave the regular "no answer" alone. Record a new busy greeting, then press the DND button (Do Not Disturb - on the left side of the display), the red light comes on - your phone won't ring and it will play your busy greeting. When you return, press DND to turn off, go into the busy greeting option and press 3 to revert to system default.

- **How long will messages stay in the Voicemail system?**

  – Messages will remain in the voicemail box indefinitely until deleted. However, there is a maximum storage space of 30 minutes worth of total messages time.

- **How do I call a person's voicemail box directly?**

  – Enter your voicemail box (1). Option 5 is Compose a new message. Record a message, then select option 3 to enter an extension.

- **What is the default length of a greeting?**

  – The maximum recording length of a greeting (busy, out of office, etc) or leaving a voicemail message is 2 minutes.

- **Do we still have the Call Park Feature?**

  – Yes. When on a call, press the 4th soft key under the display panel (…). This pages to additional options. Press the Park button, enter your extension, then #. Your caller is now on hold for a maximum time of 45 sec. Go to the other extension location, press Pickup (under display panel). Input your extension, then #. You are reconnected to the caller.

- **Can we still restrict outside area codes on designated extensions?**

  – Yes, create a helpdesk ticket for Telecommunications.

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- **On conferencing, can all participants see who is on the call or only the person initiating the calls?**

    – No, only the person initiating the calls will see the participants they are calling, this list will disappear when all participants are in conference.

- **Can we forward a voicemail message?**

    – 1. Listen to the message, at the end the system will start listing options.

    – 2. Press 9 for "More Options"

    – 3. Press 2 for "Forward the Message", then follow the prompts to forward the voicemail to another extension.

    – Also, you should be getting a copy of the voice messages in your email box. If you are not, let us know and we can enable that. All voicemails appear in your Inbox from voicemessage@csudh.edu. You can then forward the message like any other email.