Playback Controls
At any time during message playback, you can press the following keys to access associated playback options.

- **1** To pause for 30 seconds
- ***** To move back within the message
- **#** To move forward within the message
- **8** To skip to the next message
- **8*** To return to the beginning of the previous message

Other Controls
When you reach someone else's voice mailbox, press the # key to skip over the greeting and leave a message.

Press **9** to exit any voice mail function. When you are ready to exit the voice mail system altogether, continue pressing **9** until you hear "Goodbye."

Tips
- Your mailbox number is the last four digits of your telephone number. For example, if your telephone number is 893-9999, your mailbox number is 9999.
- A quick and easy method for checking your messages when away from your phone is to dial your own extension, then press the * key during the greeting. You will be prompted for your passcode and can then retrieve and send messages.
- You have a message in your mailbox when you pick up your handset and hear interrupted or "stutter" dial tone.
- If you accidentally erase a message, you can retrieve it by immediately pressing the * key.
- After you have listened to a message, you can forward it to another mailbox by pressing **4**. The system will give you the opportunity to record additional comments. After recording your comments, press **9**. You can then press the * key to add additional mailboxes if you wish.
- Remember: Another person's on-campus voice mailbox address is the last four digits of his or her telephone extension.
- When recording a greeting, appending a recording to a forwarded message, or leaving a message in someone else's mailbox, you can press the # key to indicate you have finished your message.

Getting Started
When you access your mailbox for the first time, your passcode is set to your extension number. An automatically activated tutorial will guide you through the process of creating a greeting, recording your name, and changing your passcode. You must complete this tutorial to access any messages in your mailbox.

To Retrieve Messages
From your own extension:
1. Dial **8800**.
2. Enter your passcode when prompted.

From another campus extension:
1. Dial **8800**.
2. When prompted to enter your passcode, press the * key instead.
3. Enter your four-digit extension number, followed by the * key.
4. Enter your passcode when prompted.

From an off-campus telephone:
1. Dial **893-8800**.
2. Enter your four-digit extension number, followed by the * key.
3. Enter your passcode when prompted.

For help with voice mail:
call **8700**
For problems with your telephone line:
call **4600**

For more information
Visit the Communications Services website at www.commserv.ucsb.edu
START HERE
Dial access number (8800) and enter passcode; then choose options.

MAKE (SEND) MESSAGE

7 PQRS
Review

3 DEF
Discard

2 ABC
Append

9 WXYZ
Exit to Main Menu

Message Addressing

Urgent
8 TUV

Future delivery
3 DEF

Exit options menu
9 WXYZ

PLAY MESSAGE

7 PQRS
Play

5 JKL
Keep

2 ABC
Answer (Reply)

6 MNO
Make (Send)

4 GHI
Give (Forward)

Discard

TRANSFER TO ATTENDANT
(if applicable)

EXIT THE SYSTEM

USER OPTIONS

4 GHI
Change Greeting

6 MNO
Change Name

7 PQRS
Change Passcode

5 JKL
Distribution Lists

2 ABC
Call Schedule Options

8 TUV
Tutorial

9 WXYZ
Exit to Main Menu

UCSB Voice Mail Main Menu Options

UCSB Communications Services