Voicemail Quick Reference Guide

Log in to Voicemail

From Your Desk Phone
1. Press the Voicemail Key or call x3100
2. Enter your PIN (or default PIN), followed by #

From Other Phones
1. Call 614-287-3100
2. Enter your ID (4-digit extension), followed by#
3. Enter your PIN (or default PIN), followed by#

First Time Setup
After you log in to the voicemail system using the default PIN, voice prompts will walk you through initial voicemail box setup:
1. Record your name
2. Record a personal greeting
3. Set a new PIN
4. Confirm that you want to be listed in the directory

Voicemail Greetings

Toggle Alternate “Out of Office” greeting
To turn the Alternate “out of office” greeting on or off:
1. Log into your voicemail
2. Press 4 – 1 – 2

Change/Record New Greetings
To change or record a new greeting, log into your voicemail, then:
- For Standard greeting, press 4 – 1 – 3 – 1
- For Alternate (Out of Office) greeting, press 4 – 1 – 3 – 3

Standard – Will play unless you have activated an Alternate greeting.
Alternate – Will play instead of Standard greeting until a date and time that you choose.

Note on Greetings: When you get into the Greetings Menu, you will hear many greeting choices; Columbus State only supports Standard and Alternate greetings.
Voicemail Guide - Voice Prompts and Playback Commands

Main Menu
- Play New Messages (1)
- Send a Message (2)
- Recall Sent Message (22)
- Find Message (3)
- Change Setup Options (4)
- Review Old Messages (5)
- Repeat Menu Options (#)
- Exit or Back Up (*)

While Listening
- Rewind (1)
- Replay message (11)
- Pause/Resume (2)
- Fast-forward (3)
- Advance to End (33)
- Slow playback (4)
- Play message info (5)
- Fast playback (6)
- Reset speed to default (7)
- Quieter playback (8)
- Louder playback (9)

After Listening
- Repeat Message (4)
- Play message info (5)
- Forward (6)
- Delete (7)
- Reply (8)
- Save (9)
- Go to Next Message (#)
- Exit or Back Up (*)

Greetings
- Re-record Current Greeting (1)
- Turn on/off Alternate Greeting (2)
- Edit Other Greetings (3)
- Play all Greetings (4)
- Exit or Back Up (*)

Setup Options
- Greetings (1)
- Message Settings (2)
- Preferences (3)
- Repeat Menu Options (#)
- Exit or Back Up (*)

Message Settings
- Message Notification (1)
- Exit or Back Up (*)

Preferences
- Change PIN (4)
- Change Recorded Name (5)
- Exit or Back Up (*)

Other Greetings
- Standard (1)
- Closed (X)
- Alternate (3)
- Busy (X)
- Internal (X)
- Holiday (X)
- Help (0)
- Exit or Back Up (*)