# F R E Q U E N T L Y   A S K E D   Q U E S T I O N S

1. **I would like to have my voicemail appear in my email.  Is that possible?**
   Yes.  Submit a work order requesting **UNIFIED MESSAGING** by contacting the Information Services Helpdesk at ext. 8388.

2. **I would like to get my own voicemail box.  What do I need to do?**
   This request should be processed through your designated Instructional Department Specialist or Supervisor.  That person should submit a work order by calling the Information Services Helpdesk at ext. 8388.  Once the voicemail box has been assigned, information and instructions will be forwarded to your IDS/Supervisor for distribution.  This will allow for their records to be updated.  Typically, this process should take no more than five working days.  However, at the beginning of each term we receive a high volume of these requests, therefore the turn-around time may increase to 7 working days.

3. **I would like to set my phone to ring three times before going to voicemail.  Is this possible?**
   No.  The ring setting for the phone system is hard-coded district-wide and cannot be changed.  It is currently set for 18 seconds, which means that your phone will ring four to six times (depending on when the call enters the system) before the incoming call is sent to your voicemail box.  However, if you are on the phone, incoming calls will be sent directly to your voicemail box.

4. **Is it possible to receive verification that a voicemail message I have sent has been listened to?**
   Yes.  After accessing your voicemail box use the following steps to send a *Request Receipt* message:
   Step 1:  Press ⑥ to make a message.
   Step 2:  Enter the mailbox number(s) you want to send the message to.  Press # after entering the last mailbox number.
   Step 3:  Record your message.  Press # when finished recording.
   Step 4:  Press ① then ③ to access the *Message Delivery* options.
   Step 5:  Press ② to request a return receipt.
   When the recipient(s) listen to the message you will receive a voicemail message to let you know.

5. **How much does it cost to dial 411?**
   Currently, the district is charged $1.50 per call.  That means the district has to spend approximately $425.00 each month on directory assistance calls.  There are many internet websites where you can look up phone numbers, free of charge, such as www.switchboard.com and www.four11.com.

6. **Can I get a headset for my telephone?**
   Yes.  You must contact the Information Services Helpdesk at ext. 8388 to request a requisition for a headset, including the Budget Code to be charged.  The cost varies depending on the telephone type you will be connecting the headset too.  Because our phone system is digital, headsets purchased from an office supply store will not work.

7. **I have a pager and would like to be paged when I get a new voicemail message.  Is this possible?**
   Yes.  With IDS or supervisor approval submit a work order requesting a pager attachment to your voicemail box by contact the Information Services Helpdesk at ext. 8388.  List the pager number that you would like paged and whether you want to be paged for all messages or urgent messages only.

8. **How do I change the calling area on my telephone?**
   Your IDS or supervisor must submit a work order by contacting the Information Services Helpdesk at ext. 8388.  Please have him/her indicate what type of calling service you are requesting, i.e. United States, Southern California, Local, or California/Nevada/Arizona.

9. **If I forget my voicemail passcode, is there any way to find out what it is?**
   No.  The only option is to have your passcode reset to the default setting.  Submit a work order by contacting the Information Services Helpdesk at ext. 8388.  After your passcode has been reset you will be prompted to enter a new password the next time you access your voicemail account.

10. **How long can my voicemail box be idle before it is considered out of service?**
    The voicemail boxes are reviewed monthly.  If you have not accessed your voicemail in that time your voicemail box will be deleted and your number will be returned to the pool of available numbers.

**11.** When I leave a message for someone they hear the name of the person that used to have this extension.  How do I change this?

Because each voicemail account is associated with a person's name, you must request a new voicemail account by calling the Information Services Helpdesk at ext. 8388.

**12.** I would like to be able to answer an extension that does not appear on my telephone.  Can I do this with having my phone altered?

Yes.  If your phone resides in the same area of the telephone system, the extension can be added to your phone.  If your phone **DOES NOT** reside in the same area of the telephone system, you can request that a *Call Pick-Up Group* be established.  Once that group has been programmed you can press $*\circledcirc$ to answer any incoming call that is a member of your pick-up group.  To request this service submit a work order by contacting the Information Services Helpdesk at ext. 8388.

**13.** When I call "911" from a District telephone where does it ring?

All "911" calls are routed to centralized dispatch located on Riverside City College in the Parking Structure.

**14.** Can I change the ring tone for my telephone?

Yes.  During an incoming call press **FNC/FEATURE**③ until you hear the ring you prefer.  The system has 4 rings to choose from.  The ring setting for the phone is for the phone not the line appearance.  You CANNOT change the ring for each line on your telephone.

**15.** I am relocating to another office.   Can I take my extension with me?

Yes.  Submit a work order with the Information Services Helpdesk at ext. 8388.  Make sure you include your extension, the location you are moving **FROM** and the location you are moving **TO**.  The only exception to this is if you are moving to a different campus.

**16.** My phone rings but doesn't go to voicemail.  What do I do?

Lift the handset and listen for dial tone, press $*$③ (you will hear a stuttered dial tone), press ⑧⑤①⓪ and hang up.  If you are having trouble with this, call the Information Services Helpdesk at ext. 8388.

**17.** Someone told me that they got a busy signal instead of my voicemail when they called me.  What do I do?

Lift the handset and listen for dial tone, press $*$② (you will hear a stuttered dial tone), press ⑧⑤①⓪ and hang up.  If you are having trouble with this, call the Information Services Helpdesk at ext. 8388.

**18.** When I try to call someone using the speaker on my phone they can't hear me.  What do I do?

First, press **FNC/FEATURE**⑤ to turn the hands-free option on (you only need to do this once).  Next, make sure the **MIC** light is on, if it isn't press **FNC/FEATURE**① to turn it on.