PALOMAR COLLEGE®
Learning for Success

Information Services would like to welcome you to the Voice-over-IP (VoIP) phone and voicemail system. To get the most out of your new phone, please review the appropriate quick-reference guides:

Cisco 7961 GE and Cisco 7965 Phones
7961GE: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cuipph/7962g_7961g_7961g. . .

7965/7970: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cuipph/7975G_7971g-ge_7970g_7965g. . .

Cisco 8851 Phones
https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cuipph/8800-series/english/qsg/8800-series-qsg.pdf

Once you have become familiar with your new phone, the following step is to set-up your new voicemail box.

 Always press the # key after recording any prompt or message. If the # key is not pressed the system will record dead air as part of your message.

Setting up your voicemail is as easy as 1, 2, 3:

1. Press the **tape icon/message** button located on your phone. Please note: If your extension does not appear on the phone, see page 2.

2. Enter your **PIN**. First-time users will enter the default PIN, **159357**.

3. Follow the system prompts to
   a. record your name
   b. record your personal greeting
   c. change your password

Message quick-tips:

- To listen to messages, press **1**
- To save messages, press **2**
- To delete messages, press **3**

To access voicemail from home, virtual voicemail accounts such as 5### accounts, or a voicemail account not programmed into the phone you are using, see below.

On Campus:

1.   Dial extension **7112**.
2.   Enter your **extension** followed by **#**, when prompted for your **ID**.
3.   Enter your voicemail **PIN** followed by **#**, when prompted.

Off Campus:

1.   Dial **760-891-7112**.
2.   Enter your **extension** followed by **#**, when prompted for your **ID**.
3.   Enter your voicemail **PIN** followed by **#**, when prompted.

*Please note, if this is your first time setting up your voicemail, use the default PIN **159357**.
To change your greeting, log into your voicemail and enter "4**" to enter the **setup options**, followed by "**1**" for the greeting.

If you have any questions or need further assistance, please contact the Help Desk at 760-744-1150, extension 2140, or directly at 760-891-7140. You can also reach us by email at helpdesk@palomar.edu.