



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



Cisco 7961 GE and Cisco 7965 Phones  
[7961GE](#), [7965/7970](#)



Cisco 8851 Phones  
[8851](#)

Once you have become familiar with your new phone, the next 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, **(The PIN will be emailed to you)**.
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**

## Additional voicemail information

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 (**The PIN will be emailed to you**).

\*\*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](mailto:helpdesk@palomar.edu).