Voicemail User Guide

For those users who may wish to jump right into the menu option numbers, page 3 contains a quick reference guide for the menu options. You may want to print off this page only. Pages 4-6 give detailed descriptions of each menu option. Please do not attempt to set up call forwarding to a cell phone as the phone system is not configured to call forward to an outside line.

Easy to use
• The voice mail system uses menus from which you use your telephone keypad to select options. Simple and straight-forward menus allow you to concentrate on what to do, not on how to do it.

• Voice prompts guide you every step of the way, telling you which menu options are available.

• Don't worry if you make a mistake. You can't damage the system, so experiment with all the available features.

Where To Get Help
If you have any problems or questions about procedures, call the Administrative Computing Center at ext. 1166.

Preparations
Before accessing your mailbox, you need four things:

• The message center number: **1300**

• Your mailbox number: This is your extension number.

• A passcode. The length of passcode to use is 4. Your default passcode is 1111. <u>When you set up your new greeting, you will be prompted to change this default passcode to a series of digits that only you know</u>.

• A greeting: This greeting is what callers hear when you are unable to take their calls. A sample greeting is given below, but you may want to create your own.

Calling the Voice Mail System for the First Time

From your Extension

Lift the handset and obtain dial tone.

Dial the message center number.   **1300**

The system prompts for your passcode. Enter the default passcode:
> **The first time you call the system, your default passcode is 1111**

...Press **1** to continue.

The system asks for a new passcode (**you must change the default passcode**). Your new passcode must have the same quantity of digits as the default passcode. **Do not use all 1's again, and do not use the [*] or [#] characters**. Enter your new passcode. The system asks you to re-enter your new passcode for confirmation. Enter your new passcode again.

The system asks you to record your name. Say only your name, for example: "Jane Doe"
Speak immediately after the tone, and press any key when you have finished.
<u>Next, Press:</u>
> **1** to accept,
> **2** to review, or
> **3** to discard your name and re-record it.

The system prompts you for a greeting. Keep it short and professional. Here is a sample greeting:
> "You have reached Jane Doe. I can't answer the phone right now, so please leave
> your name, number, and a short message -- I will get back to you as soon as
> possible. If you need immediate assistance, press [0] and ask to be transferred to
> my associate, Bob Jones."

<u>Next, Press:</u>
> **1** to accept,
> **2** to review, or
> **3** to discard your greeting and re-record it.

Follow all prompts to the end. You have now successfully set up your mailbox and can send and listen to messages.

Accessing Voice mail from an Off campus Telephone

Call one of the following telephone numbers. **238-7200, 238-7300 or 238-7400**

When the system answers, enter * and your mailbox number (the last four digits of your telephone number) and follow the same prompts as from your internal extension.
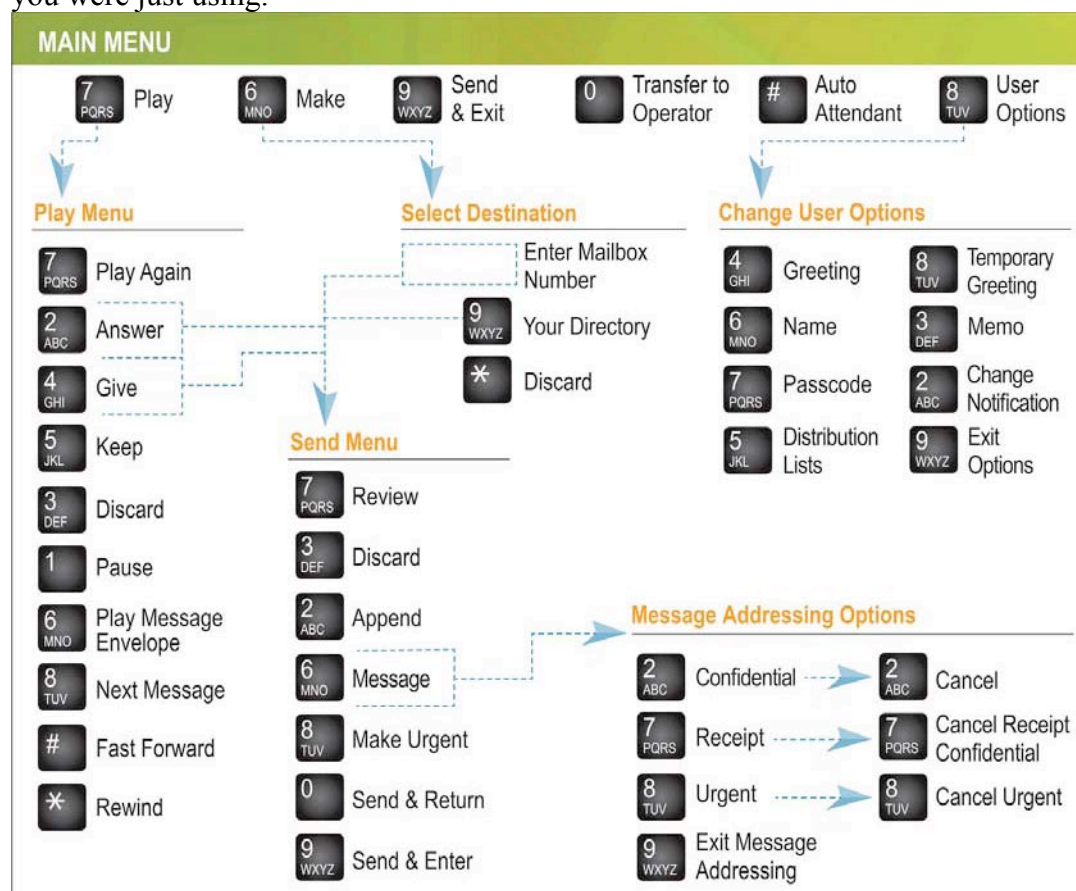
Retrieving Messages

If you have a message light and it is flashing:

1.   Dial the message center number.   **1300**

2.   Enter your passcode.

3.   Press **7** to play your messages or press another key to select a different option from the Main Menu.

About the Menu System

This section describes the options available in the voice mail system. After you call the system and open your mailbox, choose from the menus shown. Note: After playing or sending messages, the system may return you to a previous menu with different options than the menu you were just using.

MAIN MENU

| 7 PQRS | Play | 6 MNO | Make | 9 WXYZ | Send & Exit | 0 | Transfer to Operator | # | Auto Attendant | 8 TUV | User Options |

Play Menu

- 7 PQRS — Play Again
- 2 ABC — Answer
- 4 GHI — Give
- 5 JKL — Keep
- 3 DEF — Discard
- 1 — Pause
- 6 MNO — Play Message Envelope
- 8 TUV — Next Message
- # — Fast Forward
- * — Rewind

Select Destination

- Enter Mailbox Number
- 9 WXYZ — Your Directory
- * — Discard

Send Menu

- 7 PQRS — Review
- 3 DEF — Discard
- 2 ABC — Append
- 6 MNO — Message
- 8 TUV — Make Urgent
- 0 — Send & Return
- 9 WXYZ — Send & Enter

Change User Options

- 4 GHI — Greeting
- 8 TUV — Temporary Greeting
- 6 MNO — Name
- 3 DEF — Memo
- 7 PQRS — Passcode
- 2 ABC — Change Notification
- 5 JKL — Distribution Lists
- 9 WXYZ — Exit Options

Message Addressing Options

- 2 ABC — Confidential → 2 ABC — Cancel
- 7 PQRS — Receipt → 7 PQRS — Cancel Receipt Confidential
- 8 TUV — Urgent → 8 TUV — Cancel Urgent
- 9 WXYZ — Exit Message Addressing

Main Menu

After opening your mailbox, choose from the following menu options:

7   **Play**   Play your message(s).

6   **Make**   Record and send a message.

9   **Send & Exit**   Send a message and exit.

0   **Transfer to Operator**   Transfer to the operator.

**Auto Attendant**   Transfer to the Auto Attendant

*   **Cancel**   Leave the system.

8   **User Options** Listen to the voice prompts for the following options:

    4   **Greeting**   Record your permanent greeting.

    6   **Name**   Record your name.

    7   **Passcode**   Change your passcode.

    5   **Distribution List**   Set up and send messages to more than one mailbox at a time. See "Distribution Lists" for more information.

    8   **Temporary Greeting**   Record a greeting lasting only a specified number of days. Set the number of days from 1 to 99; the temporary greeting expires at midnight of the last day specified. When your temporary greeting expires, the caller hears the permanent greeting. See "Helpful Hints", for more information.

    3   **Memo**   Record a message for yourself.

    2   **Change Notification**   Instruct the system to notify you of messages at a different extension, outside number, cellular telephone, pager, etc. You can choose when to be notified and if authorized, you can enter your own notification type and number. See "Message Notification" for more information.

    9   **Exit User Options**   Exit User Options menu.

Playing Your Messages

Press **7** to play your messages.

After listening to a message, choose an option from the "Play" menu:

Play Menu

7	**Play Again**	Repeat the message just played.
2	**Answer**	Send a response to the person who sent the message.
4	**Give**	Send the message to another mailbox.
5	**Keep**	Save this message and play the next (if any).
3	**Discard**	Delete the message just played and play the next (if any). *Discarded messages cannot be recovered.*
1	**Pause**	Stop the message being played – press any key to resume.
6	**Play Message Envelope** Tell who the message was from and when it was sent.
8	**Next Message**	Skip ahead to the next message.
#	**Fast Forward**	Skip forward in the message 5 seconds, then resume play.
*****	**Rewind**	Back up the message 5 seconds, then resume play.

Making and Sending Messages

Press **6** to send a message. Use the procedure below:

1. Enter all destination mailbox numbers.

   • For a directory list, press **9**. Follow the voice prompts to tell the system where to send this message. Continue creating the list of destinations by entering mailbox numbers or accessing the directory.

   • If you enter an incorrect mailbox number, press ***** to delete it from the list.

2. Press **#** to end the destination list; then record your message.

After recording your message, choose an option from the Send menu:

Send Menu

7   **Review**   Listen to the message you just recorded.

3   **Discard & Re-Record**   Replace the recorded message with a new one.

2   **Append**   Add to your recorded message.

6   **Message Addressing Options** Listen to the voice prompts for the following message addressing options:

> **8**   **Urgent**   Place this message first in the destination mailbox(es).
>
> **2**   **Confidential**   Prevent the receiver(s) of your message from forwarding it.
>
> **7**   **Receipt**   Request notification that your message has been heard.
>
> **9**   **Exit Message Addressing Options**   Exit the options menu.

8   **Make Urgent**   Place this message first in the destination mailbox(es).

0   **Deliver Message and Return to the Operator**

9   **Send and Enter Another Extension**   Send your message to the destination mailbox(es) and, if required, dial another extension.

> See "Helpful Hints" for more information.

Quick Messaging

Quick Messaging allows you to leave messages for yourself or fellow employees without ringing their telephone or accessing your mailbox.

From An Outside Telephone

1.   Call in to **238-7200, 238-7300, or 238-7400**.

2.   When the system answers, press: #

3.   Enter the mailbox number at which you wish to leave a message.

4.   Record the message (at least two seconds in length).

5.   Press any key or hang up.

From An Internal Extension

1.   Dial the message center number. **1300**

2.   When the system answers, press: #

3.   Enter the mailbox number you wish to leave a message.

4.   Record the message (at least two seconds in length).

5.   Press any key or hang up.

Transferring An Outside Caller to a Mailbox

Transfer a caller on an outside line into a mailbox, as follows:

1.   Press the Conference/Transfer key on a digital set or flash the hookswitch
        on an industry-standard telephone.

2.   Dial the message center number. **1300**

3.   When the system answers,
        If you have a mailbox, press: ****#**
        or
        If you do not have a mailbox, press   ***#**

4.   Enter the mailbox number at which the caller wants to leave a message.

5.   Hang up immediately.   <u>If you do not hang up immediately, the caller will not hear all of
        the selected mailbox greeting.</u>

Distribution Lists

<u>You can have up to five personal distribution lists, numbered between 05 and 09, each
containing a group of mailbox numbers.</u>

> Distribution lists numbered 01 through 04 are reserved for the Administrator to set up
> global lists that you (or anyone else) can use but cannot change. Distribution list number
> 00 allows you to broadcast a message to every mailbox in the system.

Select "Distribution Lists" from the Main Menu, and follow the prompts to:

•   Add mailbox numbers to a distribution list.

•   Review a distribution list.

•   Delete mailbox numbers from a distribution list.

•   Record a name for a distribution list.

Here are some general rules to follow:

•   Whenever you reference a distribution list number, press two digits, (for example: 05 or 06).

•   When adding a mailbox number to a distribution list, the system confirms each number, and then allows you to continue adding numbers until you are done.

•   You can only delete one mailbox number at a time.

Using Mailbox Greetings Effectively

There are two types of mailbox greetings: "permanent" and "temporary". You record the permanent greeting when you access your mailbox the first time. If there is no temporary greeting, callers accessing your mailbox will hear the permanent greeting. A permanent greeting cannot be very specific because it is worded to cover all situations. To address specific situations, create a temporary greeting that will last for only a specified number of days.

Two examples of temporary greetings are:
        1. "Hi! You have reached Jane Doe. I'm on vacation from Friday, June 18, through Friday, June 25. I'll be back on Monday, June 28, so please leave a message and I'll get back to you as soon as possible. If you require immediate assistance, press [0] and ask to be transferred to John Jones."

        2. "This is Harry Smith, and today is Thursday, May 13. I have a meeting all day today so I will not be available to answer calls. Please leave a message and I'll get back to you tomorrow."

You can change your temporary greeting anytime you wish to let callers know about any schedule changes. It's a good idea to create a temporary greeting every day – it shows callers that you really do use voice mail. You can also leave the name of a backup person if you will not be available to answer calls.

Creating or Changing a Permanent Greeting
Note: You create your initial permanent greeting when you first access your mailbox to set your passcode, record your name, and record your permanent greeting.

        1. Call the voice mail system and access your mailbox.
        2. Press **8** for User Options.
        3. Press **4** for Greeting.
        4. Follow the voice prompts.

Creating a Temporary Greeting
      1. Call the voice mail system and access your mailbox.
      2. Press **8** for User Options.
      3. Press **8** for Temporary Greeting.
      4. Follow the voice prompts.

Canceling a Temporary Greeting
      1. Call the voice mail system and access your mailbox.
      2. Press **8** for User Options.
      3. Press **8** for Temporary Greetings.
      4. Follow the voice prompts and set the number of days to 0; this disables the temporary greeting.

Helpful Hints

Listening to Messages
The "Pause", "Rewind", and "Fast Forward" options in the "Play" menu apply only while you are listening to a message. Use these keys to replay information you missed, to pause a message so you can write something, or to quickly move ahead to another message. While listening to messages, new messages play before saved messages. After you listen to all messages, you are returned to the Main Menu.

Sending Messages
When sending a message, you can create a destination list of up to 49 mailboxes. If you need to send to more mailboxes, you will have to send the message again to a second distribution list.

Message Storage Limit
The system deletes a saved message after the message is older than the number of days set by the Administrator (typically 15 days). Deleted messages cannot be recovered.

Forwarding and Transferring
The "Answer" and "Give" options in the "Play" menu only work with other mailboxes in your company. You cannot reply to a message or forward a message to an outside number.

Certified Messages
When you send a certified message, the system creates a "receipt" containing the names of the message addressees. This receipt becomes a saved message in your mailbox. Every time you listen to the receipt, you can find out who has and who has not listened to the message. When everyone has listened to the message, you can delete the receipt from your mailbox.

Type Ahead
You need not listen to all menu prompts before pressing a key selection; the prompts are only for your convenience. If you know which keys to use, type ahead and move through the system as fast as you wish.

Message Length and Conditions
There is no time limit on message length, but after five minutes the system interrupts the caller and asks if they wish to continue. If there is no reply, the system stops recording and hangs up. The same thing happens if the caller stops talking for more than a few seconds or has a very faint connection.

If the caller is in a very noisy environment, such as a factory or windy car telephone, the system may disconnect. The caller should try again from a quieter location. Minimum message length is two seconds.