PhoneMail User's Guide

If you have any questions about PhoneMail usage or need to report a problem, please call Office Support Services, Ext. 5210.

After dialing into PhoneMail, just listen to the prompts and practice. You cannot damage or delete anything in the system. If you need HELP while you're in PhoneMail, press "0" (zero) for HELP.

Please read the step-by-step instructions and follow the attached PhoneMail Training Kit. After you have changed your password and recorded your greetings, complete the enclosed PhoneMail contract and return it to Office Support Services. It takes about a week for your PhoneMail to be activated to answer your phone after four rings.

ACCESSING PHONEMAIL (Page 5 of the PhoneMail Training Kit) AND CHANGING YOUR PASSWORD (Page 9 of the PhoneMail Training Kit)

- Dialing PhoneMail from ON campus Ext. 6500
- Dialing PhoneMail from OFF campus 482-6500.

If you are calling from your own station (extension), dial 6500, enter pound (#) sign, enter 111, the system password, then enter the pound (#) sign. (First time users will be prompted to change the password on first access.) The password is for mailbox security and may be 20 digits long.

IMPORTANT:

PASSWORDS ARE NOT RECORDED IN THE SYSTEM. IN THE EVENT YOU FORGET YOUR PASSWORD, THE SYSTEM HAS NO METHOD OF ACCESSING YOUR MAILBOX.

If you accidentally lock yourself out of your mailbox, contact Cecilia Almaraz at extension 6305 for assistance.

RECORDING YOUR PERSONAL GREETING

(See Page 8 of the PhoneMail Training Kit and read the PhoneMail Greeting Information Sheet)

- Dial 6500
- Enter the pound (#) sign
- Enter your password followed by the pound (#) sign or the system password (111)
- Press "8" for Answering Options
- Press "1" to record your greetings

You have two regular greetings (for calls coming from on campus, <u>internal</u>, and off campus, <u>external</u>, and one alternate greeting.

TO CHANGE YOUR REGULAR GREETING

Press "1". You must record one external greeting and one internal greeting. The system determines whether a call is coming externally (off campus) or internally (on campus). You may want the internal greeting to be less formal than the external greeting.

TO CHANGE YOUR ALTERNATE GREETING

PRESS "2". The alternate greeting should be used for periods when you will be gone for extended periods of time; i.e., vacation, winter and spring breaks, conferences, etc. You only need to record this greeting once. When activated, it will answer both internal and external calls.

When you have finished recording your greetings, you will be prompted to decide whether you want your REGULAR GREETINGS or you ALTERNATE GREETING to answer your calls. To select which greeting you want, press "3" and follow the prompts.

RECORDING A MESSAGE TO ANOTHER PHONEMAIL USER

(See Page 10 of the PhoneMail Training Kit)

- Dial 6500
- Enter the pound (#) sign
- Enter your password followed by the pound (#) sign
- Press "1" to record your message into their mailbox.

You will be prompted to record your message at the tone. Continue listening for all your options or prompts.

LISTENING TO YOUR MESSAGES FROM YOUR EXTENSION

(See Page 7 of the PhoneMail Training Kit)

You have messages in your mailbox when:

<u>On the Rolm digital phones</u>, (putty colored), your MSG WTG light is flashing and you have an interrupted dial tone.

On the Rolm analog phones (brown colored), you have an interrupted dial tone.

- Dial 6500 Enter the pound (#) sign
- Enter your password, followed by the pound (#) sign
- Press "3" to listen.

After listening to each message, you will be prompted to SAVE or DELETE your message. If you save your message, you can listen to it at a later time and then delete it. After you have listened and saved or deleted all your messages, your MSG WTG light will go off and your dial tone will return to normal. The maximum number of messages is 10. When your mailbox is full, PhoneMail will not accept any more. It is your responsibility to clean out your mailbox.

ANSWERING MODE

(See Page 8 of the PhoneMail Training Kit)

This allows you to turn on and off PhoneMail. Just follow the prompts.

PERSONAL REFERRAL EXTENSION

(See Page 8 of the PhoneMail Training Kit)

Referral extension is for immediate assistance. This allows you to change your referral extension at any time. When you announce in your greeting "Press zero and then pound for immediate assistance," the caller will be connected to what is your PERSONAL REFERRAL EXTENSION. PhoneMail will then transfer the call to that extension.

PERSONAL DISTRIBUTION LISTS

(See Page 9 of the PhoneMail Training Kit)

This allows you to create, modify, or delete a distribution list used for sending broadcast announcements to more than one PhoneMail user. You have five distribution lists with ten different PhoneMail users, allowing you to send the same messages to 50 individuals. Listen to and follow the prompts.

PHONEMAIL PROMPT LEVEL

(See Page 9 of the PhoneMail Training Kit)

This allows you to abbreviate the standard prompts.

ADDITIONAL CONTROL FEATURES

(See Pages 11 and 12 of the PhoneMail Training Kit) Headers refer to prompts.

SOUTHWESTERN COLLEGE PHONEMAIL GREETINGS INFORMATION SHEET (PhoneMail USER REQUIREMENTS)

PERSONAL GREETINGS

You are required to record a personal greeting to answer your internal and external calls. You should include your name, department, information about your availability for that day or week, and instructions for transferring to a "must answer" extension.

CREATING A "MUST-ANSWER" LINE

- When the caller doesn't want to leave a message in your PhoneMail box, your "must answer" line is your referral extension. It provides 100% "live" coverage during business hours.
- Your "must answer" line is the extension to which your calls are forwarded when you designate to your caller to press "0" and "#" in your personal greeting.
- Your "must answer" delegate should be your secretary, assistant or clerical support staff who
 <u>DOES NOT</u> have PhoneMail. (This is to prevent callers from getting into a PhoneMail loop).

IMPORTANT:

You must include the following statement in both your internal and external greetings: "If you need to speak to someone immediately, please press zero and the pound sign; otherwise, please leave a message at the tone."

EXAMPLE OF REGLUAR GREETING – INTERNAL AND EXTERNAL

Hi/Hello: This is <u>name</u>. You have reached my PhoneMail box because I'm on the phone or away from my desk. If you need to speak to someone immediately, please press zero and the pound sign; otherwise, please leave a message at the tone and I will return your call as soon as possible. Thank you for calling.

EXAMPLES OF ALTERNATE GREETINGS

Used during extended absences (business travel, vacations, spring and winter break, holidays, etc.)

Hi/Hello: This is <u>name</u>. I will be out of my office for <u>number of days/weeks</u>, but will be checking my mailbox for messages. If you need to speak to someone immediately, please press zero and the pound sign. Thank you for calling.

Hi/Hello: This is <u>name</u>. I will be out of my office for <u>number of days/weeks</u>, and will <u>not</u> be checking my messages. If you need to speak to someone immediately, please press zero and the pound sign. Thank you for calling.

RESPOND TO PHONEMAIL MESSAGES QUICKLY

- Check your PhoneMail box often and delete old messages. (PhoneMail has only a ten call memory capacity).
- Avoid using PhoneMail as a screening device.

PHONEMAIL TRAINING KIT



PHONEMAIL INFORMATION SHEET

Congratulations, you are a PhoneMail Subscriber!

YOUR PHONEMAIL MAILBOX

- Mailbox identification number: Your extension number
- System Password: 111
 (First time users will be prompted to change their password during 1st access)
- Maximum number of messages: 10
 (This number includes saved messages. Remember to delete old messages.)

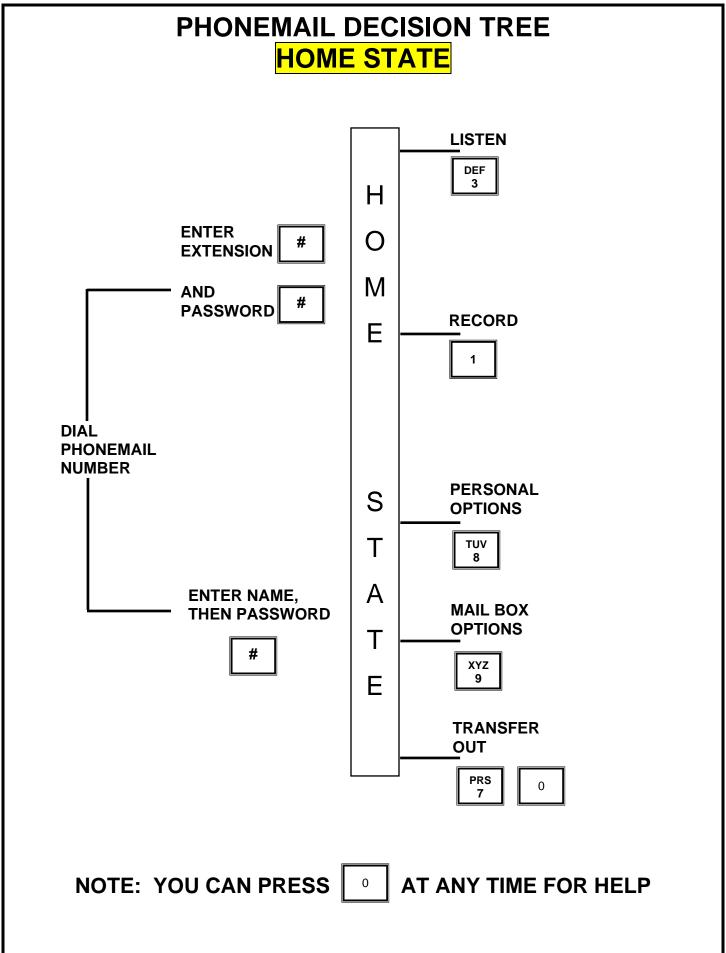
PHONEMAIL ACCESS NUMBERS

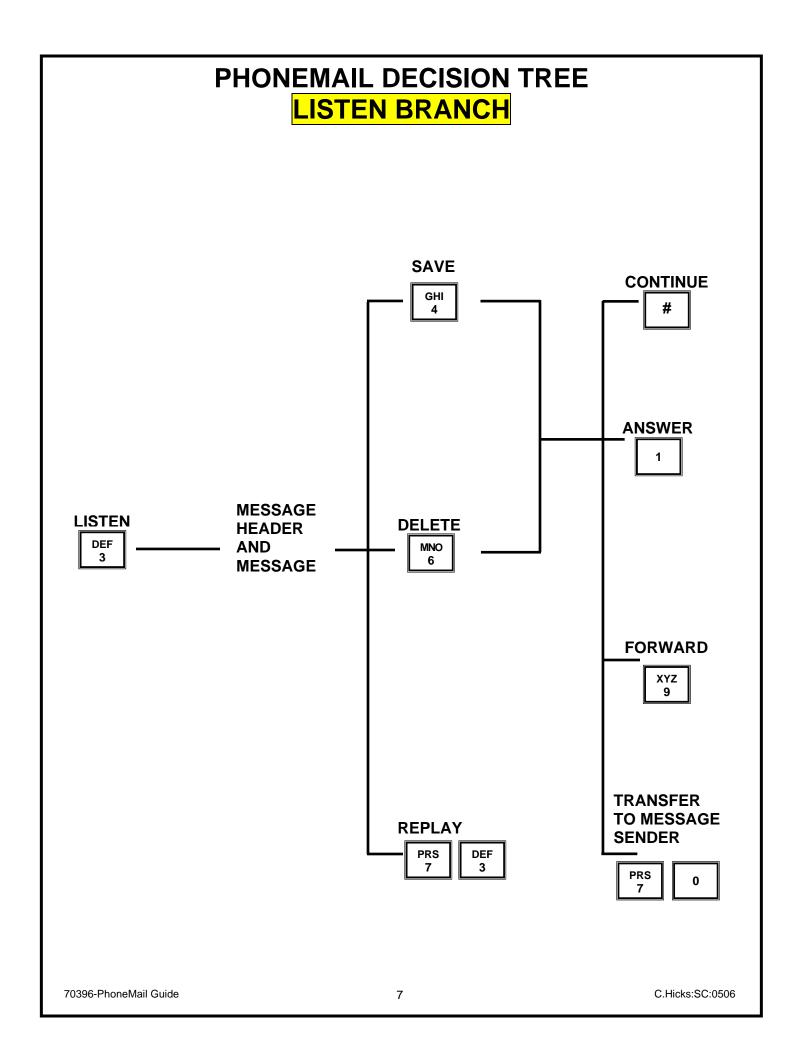
Refer to the PhoneMail System User Guide for Instructions.

PhoneMail Access Numbers:

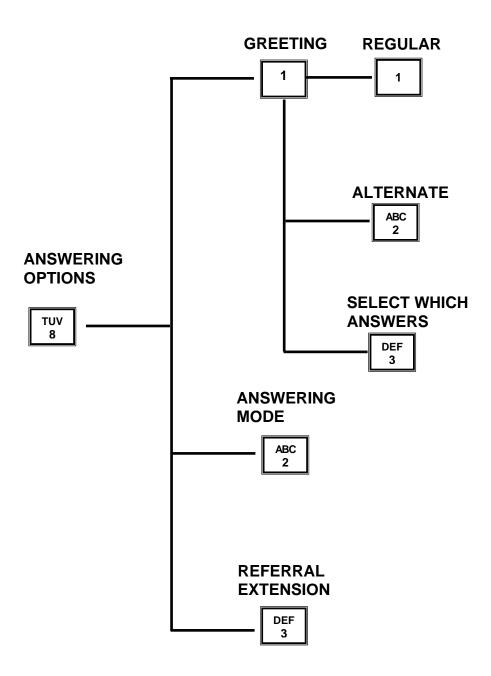
- Dialing PhoneMail from ON campus Ext. 6500
- Dialing PhoneMail from OFF campus 482-6500

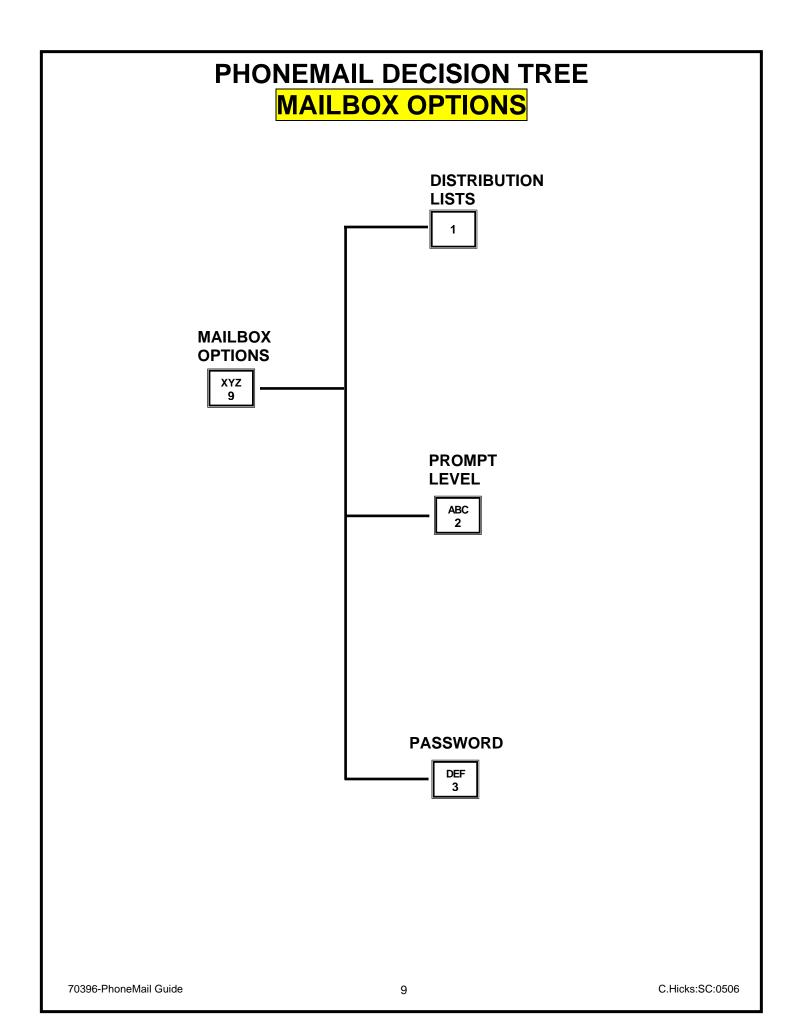
If you have any questions about PhoneMail usage or need to report a problem, please call Office Support Services at extension 5210.

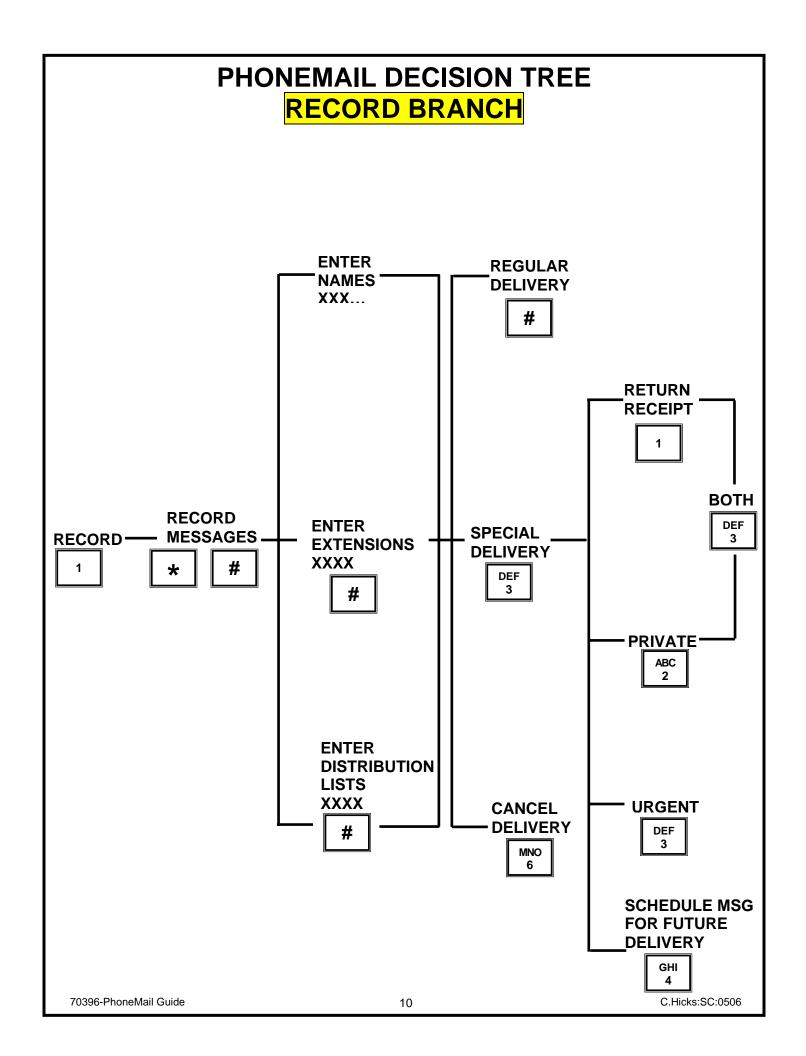












CONTROL FEATURES

DEF 3

To override the header and proceed directly to the message

ABC 2

To SKIP from one header to the next header

PRS 7 ABC 2

To SKIP from one header back to the previous header



ABC 2

To STOP a message and SKIP to the next header



MNO

1

To STOP and RERECORD what you just recorded



MNO

#

To STOP a message and CANCEL DELIVERY



GHI 4

To STOP a message and SAVE it

CONTROL FEATURES CONTINUED



DEF 3

To STOP a message and later CONTINUE listening



PRS 7 DEF 3

To STOP a message and REPLAY it



PRS 7 TUV 8

To STOP a message and replay eight seconds



WXY 9 DEF 3

To STOP a message and skip forward to the end of the message



WXY 9 TUV 8

To STOP a message and skip forward eight seconds

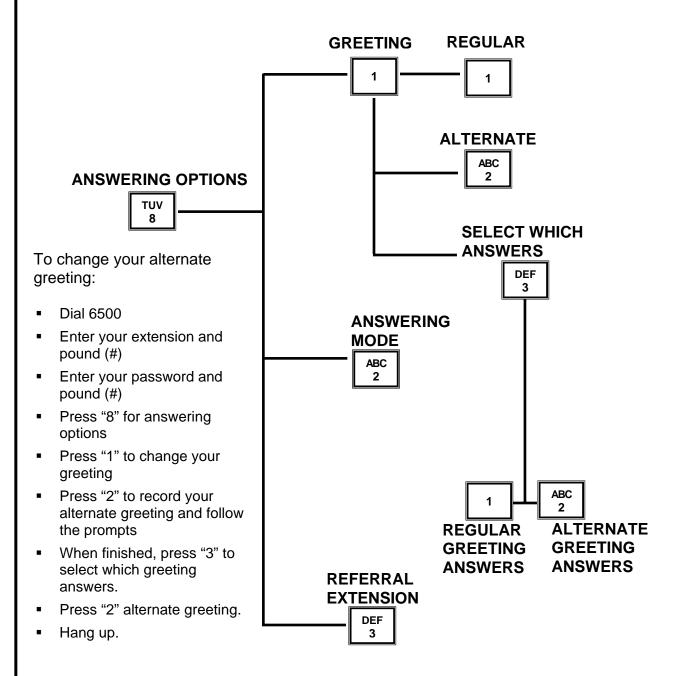


PRS 7

#

To STOP a message and return to home state

PHONEMAIL DECISION TREE ANSWERING OPTIONS BRANCH



PHONEMAIL CONTRACT

From:	To: Office Support Services		
Date:			
After completing this contract, please forward to Office Support Services, Room 101A. It takes approximately one week after you have submitted your PhoneMail contract for your PhoneMail to be activated. I have: Changed my password Recorded my regular greetings Internal External Please forward my phone extension to PhoneMail, so that my calls will be answered when I am on the phone (busy) or unavailable (after four rings).			
		Signature of User	Extension of Users
Room Number	Referral Extension		
Department / Office	Referral Extension		
	Referral Extension		
Department / Office	Referral Extension CE USE ONLY		
Department / Office	CE USE ONLY		
Department / Office FOR OFFI	CE USE ONLY		
Department / Office FOR OFFI DATE RECEIVED:	CE USE ONLY		
Department / Office FOR OFFI DATE RECEIVED: NAME RECORDED/DATE	CE USE ONLY		