Voice Mail System Instructions

BASIC VOICE MAIL SYSTEM FEATURES

Voicemail Tutorial

When you "**login**" to your mailbox for the first time, the **Tutorial** is automatically activated. *Note:* **You must set up your mailbox before you can retrieve messages.** *Tutorial guide included.*

To Access Your Voicemail

From your extension
Dial internal Voice mail extension *71701.*
Enter your temporary passcode *2222.*
Follow your prompts.

From Another Extension
Dial internal Voice Mail extension *71701*
Press * key when prompted for a passcode.
Enter your mailbox number followed by * key.
Enter your passcode when prompted.

From An Outside Line
Dial external Voice Mail number, *240-567-1701*
Enter your mailbox number followed by * key.
Enter your passcode when prompted.

Retrieving Your Messages

To Retrieve Messages

1) **Press 7 to play.** Your urgent messages will play first. At anytime while playing a message you can Press: 1 to **pause** and any other key to resume
   * to move **back** 5 seconds
   # to move **forward** 5 seconds
   8 to **skip** to your next message

2) **Press 2 To Answer** the person who sent the message. After recording your answer, Press 9 to send it and continue your session.
3) **Press 3 to delete a message.**
4) **Press 4 to forward** a message to another box.
5) **Press 5 to keep** the message. Saved messages can not be accessed until you have listened to your new messages.
6) **Press 7 to hear a message again.**
7) **Press 9 to return to main menu.**
8) **Press 9 9 # to transfer to an extension.**

ADDITIONAL VOICE MAIL SYSTEM FEATURES

To Send a Message

To Send A Message

1) **Press 6** to make a message**.**

2) Enter the destination extension.

3) Once the system confirms the recipient's name or mailbox number, enter the extension number of any other intended recipient(s).

4) Begin recording your message after the tone. **Press 1** to pause and any key to resume recording.

5) When you are finished recording, **press #. Press 9** to send the message and exit to the main menu...

"OR"

1) **Press 6** for **Message Addressing**

        (A) Press 2 for **Confidental**
        (B) Press 7 for **Receipt request**
        (C) Press 8 for **Urgent**
        (D) Press 3 for **Future Delivery**

2) Once you have selected one of these options **press 9 twice** to send your message and exit to the main menu.

ADDITIONAL VOICE MAIL MENUS

USER OPTIONS

1) **Press 8** from the main menu for your User Optios menu.

PRESS 1 PERSONAL OPTIONS
    PRESS   3 RECORD A PERSONAL GREETING
    PRESS   4 CHANGE SECURITY CODE
    PRESS   5 RECORD YOUR NAME
    PRESS   6 RECORD AN ANNOUCEMENT FOR A MAILBOX YOU SPONSOR -THIS IS NOT USED
    PRESS   * TO RETURN TO THE PREVIOUS MENU

PRESS 2 MESSAGING OPTIONS
    PRESS   2 RECORD A NAME FOR A SPONSORED MAILBOX-THIS IS NOT USED
    PRESS   3 CHANGE A PERSONAL DISTRIBUTION LIST
    PRESS   5 CHANGE MESSAGE PRESENTATION ORDERING-
        NOTE: EFFECTS ORDER THAT YOUR MAILBOX PLAYS MESSAGES
    PRESS   6 CHANGE MESSAGE ENVELOPE SETTINGS-
        NOTE: EFFECTS HEADER INFORMATION THAT YOU HEAR PRIOR TO THE MEASSGES
    PRESS   * TO RETURN TO THE PREVIOUS MENU

PRESS 4 RECORD YOUR STANDARD GREETING

PRESS 5 RECORD YOUR BUSY GREETING

PRESS 6 RECORD YOUR OUT OF OFFICE GREETING

PRESS * TO RETURN TO THE PREVIOUS MENU

ADDITIONAL VOICE MAIL SYSTEM FEATURES

DISTRIBUTION LIST

Please Note: The inital setup of a distribution list (distribution mailbox) requires setup through the Voice Mail Administrator. Once your list has been created your will use the following steps to make any changes to your personal distribution list.

1) **Press 8** from the main menu for User options.

> PRESS 1 PERSONAL OPTIONS
> PRESS 2 MESSAGING OPTIONS
> PRESS 4 RECORD YOUR STANDARD GREETING
> PRESS 5 RECORD YOUR BUSY GREETING
> PRESS 6 RECORD YOUR OUT OF OFFICE GREETING
> PRESS * TO RETURN TO THE PREVIOUS MENU

2) Press 2 for Messaging Options

> PRESS 2 RECORD A NAME FOR A SPONSORED MAILBOX-NOT USED
> PRESS 3 CHANGE A PERSONAL DISTRIBUTION LIST
> PRESS 5 CHANGE MESSAGE PRESENTATION ODERING
> > NOTE: EFFECTS ORDER THAT YOUR MAILBOX PLAYS MESSAGES
> PRESS 6 CHANGE MESSAGE ENVELOPE SETTINGS
> > NOTE: EFFECTS HEADER INFORMATION THAT YOU HEAR PRIOR TO THE MEASSGES
> PRESS * TO RETURN TO THE PREVIOUS MENU

PERSONAL GREETINGS

The voice mail system comes with 3 types of greetings - a Standard Greeting, Busy Greeting and an Out of Office Greeting. To Record these greetings you will access your user options menu and/or personal options menu.

 Please Note: Once you have recorded an Alternate greeting (Busy or Out of Office) it becomes active. To deactivate your Out of Office you must go back into your personal options menu and follow the system prompts

Voice Mailbox Set-Up Instructions

When you access your new mailbox for the first time, the tutorial is automatically activated to guide you through the set-up process.

FROM YOUR EXTENSION   Dial internal Voice mail extension *71701.*
Enter your temporary passcode *2222.*
Follow your prompts.

FROM ANOTHER EXTENSION   Dial internal Voice Mail extension *71701*
Press * key when prompted for a passcode.
Enter your mailbox number followed by * key.
Enter your passcode when prompted.

FROM AN OUTSIDE LINE   Dial external Voice Mail number, *240-567-1701*
Enter your mailbox number followed by * key.
Enter your passcode when prompted.

Voice Mail Tutorial

 The set-up process takes only a few minutes and involves changing your security code, recording your name, and recording a personal greeting.

1. ***Enter a new security code.*** *Your security code can be any length from 4 to 15 digits, try to avoid using simple combinations such as your mailbox number or 1234.* ***Enter a new security code followed by the # key or press the * key to quit. For confirmation, enter your new security code again followed by the # key. Your security code has been changed. This new security code must be used to access your mailbox.***

2. ***Record your name to identify your mailbox*** *- when recording your name do not include an introduction such as "Hello this is John Smith" because the system already provides an introduction. There is no name currently recorded for mailbox number XXXXX.* ***To start recording press 2, to stop recording press 2 again. To save this name press 5, to review this name press 6, to discard this name and re-record it press 4.*** *When you press 5 to save the name, you will then hear, "this name has been saved".*

3. ***Record a personal greeting for your mailbox.*** *This greeting will be played when a caller is given the opportunity to leave you a message.* ***To start recording press 2, to stop recording press 2 again. To save this message press 5, to review this message press 6, to discard your greeting and re-record it press 4.*** *When you press 5 to save the greeting, you will then hear, "the message has been saved".*

Congratulations! You have successfully completed the initial set-up for your new mailbox.

MESSAGING ETIQUETTE TIPS

NAMES AND GREETINGS

CHANGE your greeting at least once a week. You may want to consider changing it daily if your schedule changes frequently or you get a high volume of calls. Changing your greeting frequently will help to set the expectations of external callers as to when they can expect a return phone call. And it will let callers know that you do check your messages frequently.

LISTEN to your recorded greeting before you save it to make sure it is clear and has the voice tone that you want to convey.

CREATE QUALITY RECORDINGS - Use the telephone handset instead of the speaker phone.

FORWARD your phone to the voice mail system at night, after hours, and on the weekend. External callers then will be immediately forwarded to voice mail where they will hear your personal greeting, rather that having to wait while the phone rings four times before being transferred to voice mail.

MESSAGE CONTENT

KEEP IT SHORT AND SIMPLE. Only cover one subject per voice message. If you go on too long, you are in danger of having someone delete your message before they get to the important part. A suggested structure is as follows:

1. Indicate to whom the message is being sent (especially if it's to distribution list or number of addresses).
2. Tell the recipients what the message is regarding.
3. Provide the information.
4. Indicate what action is required and by when.

URGENT MESSAGES

NEVER send URGENT messages unless the situation is truly urgent.

VOICE MAIL VS. E-MAIL

CHOOSE THE RIGHT MEDIUM for your message. Consider the following guidelines:

VOICE MAIL - Your message is short and simple, requires fast response, and/or it's helpful to convey a certain tone (i.e., concern, excitement, etc.).
E-MAIL - Your message has more that one subject, complicated instructions, attachments, or you need to document a trail of communication for your record keeping. Also, use E-MAIL if you do not need an immediate response.

MESSAGE RETRIEVAL AND ACTION

In order for voice MESSAGING to be effective, you must pick up your messages frequently and act on them promptly. Here are some guidelines for message RETRIEVAL and ACTION.

CHECK FREQUENTLY FOR MESSAGES
Check messages at least as frequently as your message implies. Experienced voice mail users generally check at least three times a day and at least once on the weekend. Check for messages every time you come back into the office.

ACT ON EACH MESSAGE IMMEDIATELY
Prompt response to incoming messages is key to the success of VOICE MESSAGING. Follow the "in basket" rule with your voice messages. Reply to the message, forward it to someone else for action, or delete it. If you need to spend more time on the item, at least let the sender know your action plan.

ADDING YOUR OWN COMMENTS
Sometimes you will want to forward a message to another person for his or her information for action. Always add your comments. Tell the person when the message was originally sent and why you are forwarding.

GREETINGS THAT WORK

General and Personal College greetings should be informative, brief and as current as possible. Update your greeting whenever you are away from your phone for a prolonged period of time such as during meetings, appointments, travel and vacations. Your greeting represents you to your caller. Here are some guidelines for effective greetings:

Follow the College guidelines for your greeting.

Assure callers that you will respond to their messages.

State when you will pick up and return messages. If there will be a delay in responding to messages, say so. Make sure you respond to messages when you say you will.

Tell the callers how to reach a *live person*.

SAMPLE GREETINGS

DAILY GREETING

You have reached...................*[name]*,....................*[job title]*, ...*[unit], [Montgomery College]*,..................*[campus location].* I am not available at this time. Please leave your name and number and I will return your call as soon as possible, or if you would like to speak with someone directly, dial #____ now.

Sample greeting:

You have reached the voice mail of Kay Gustafson, Instructional Assistant, Math department, Montgomery College, Rockville. Please leave a message and I will return your call as soon as possible. Or, if you would like to speak with someone directly, dial #73322 now.

OUT OF THE OFFICE GREETING

You have reached...................*[name]*,....................*[job title]*, ...*[unit], [Montgomery College]*,...................*[campus location].* Today is Wednesday, January 8th and I will not be in the office today. Please leave your name and number and I will return your call Thursday January 9th, or if you would like to speak with someone directly, dial #____ now.

Sample greeting:

You have reached the voice mail of Kay Gustafson, Instructional Assistant, Math department, Montgomery College, Rockville. Today, Wednesday, January 8th, I will not be in the office. Please leave a message and I will return your Thursday January 9th. Or, if you would like to speak with someone, dial #73322 now.

GREETING WITH REFERENCE TO ASSISTANCE

You have reached the voice mail of Bill Smith, in the Office of Information Technology, Montgomery College, Rockville. I am in training all day today. If you have an immediate concern or an emergency, please dial #73635 to reach Sharon Jones now. To leave a message for me, please do so at the tone, and I will return your call tomorrow morning .

DISTRIBUTION LISTS

Group messaging is a powerful feature that enhances team performance by allowing you to send information quickly to many individuals at the same time. Follow these guidelines when using the distribution list feature:

Use the distribution list only for messages that are of value to the group as a whole. Otherwise, send messages directly to individuals.

State that the message is a group message.

If it is important the recipients know who else is receiving the message, state that information at the beginning of your message. Otherwise name the recipients at the end of the message, or simply summarize the list.

BROADCAST MESSAGES

Broadcast messages for the College community can be done through the voice mail system coordintor. This feature is used for emergency purposes only.

SECURITY

Unauthorized entry into your mailbox affects everyone. A "hacker" can waste system storage space and annoy other subscribers by sending "junk" mail. Your callers are no longer assured that the message they leave is private. Do your part to prevent unauthorized entry by doing the following:

Make sure you change the passcode; do not use the default passcode.

Avoid simple or "logical" passcodes such as "1234" or your name spelled numerically, etc. Choose a passcode that is less obvious.

Change your passcode frequently.

Do not allow anyone else to access or use your mailbox.

If you need to provide someone outside the College with messaging capabilities, **DO NOT PROVIDE YOUR MAILBOX AND PASSCODE.** Instead, ask your system administrator to create a guest mailbox for that person.