

Voice Mail User Guide



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Voice Mail User Guide

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I. Getting Started

To activate your voicemail box you will need to dial into the voicemail system and go through the tutorial. The system will guide you through the steps to set up your mailbox. The Trainer will provide you with a set-up sheet that will have the telephone number to dial into the system, your temporary password to allow you to get into your mailbox, and instructions on how to set up your mailbox. The system will prompt you to key in certain information by using the dial pad on your telephone and to record other information into your mailbox.

You will be required to enter a password into the system. This password will need to be at least six digits but no more than fifteen digits. The system will repeat the number back to you. Please listen to the number to ensure that it is the number you wanted.

Next, the system will prompt you to record your first and last name. This information will only be heard by people with the voicemail system. It is not a copy that will be heard by the outside caller. The system will play the recording back to you and allow you to accept it or re-record.

The third step will be to record your greeting. The set-up sheet will have a few examples of greetings that you may use. The system allows you approximately 45 seconds to record your greeting. Try not to make the greeting too long by giving too much information. If you get within ten seconds of your time limit, you will hear two short beeps. If this occurs, you should start over and shorten your message (the caller will hear the beeps in your message). To re-record press the star (*) key and the system will prompt you to start over.

In the personal options you will find several different types of greetings available with the system. Please review these to find the one that meets your needs.

One of the most important steps in activating your voicemail box is to have the telephone call coverage changed. The calls coming into your telephone set will ring three times and then transfer to the voicemail system allowing the caller to leave a message. This change must be made in the telephone switch. You are responsible for letting the system staff know that you have activated your mailbox and are ready to have your telephone coverage changed to go to the voicemail system.

II. Feature Menu Options

1. Reviewing your messages.

Once you have set up your mailbox and you begin to receive messages, the system will notify you by turning on the message waiting light on your telephone set. If your telephone set does not have a message waiting light, you will get a broken or stutter dial tone when you pick up the handset.

The flow charts included, show the features of the system. Follow these with each section. The first box contains the main menu of the system. Each time you dial into the system, the menu will be repeated. The review mode is the first option. The system will ask you to press one to review your messages.

The system will play the messages back to you in the order in which they came into your mailbox. During the message review, you will be able to activate certain features by using the dial-pad. These features are as follows:

Rewind

- ✓ By pressing 1 once you can back up the message by about 10 seconds.
- ✓ By pressing 1-1 you can back the message up to the beginning.
- ✓ Press 2 to put the message on pause for about 10 seconds. The system will then require you to either press a key to continue to pause or to return to the message.

Forward

- ✓ By pressing 3 once you can skip forward by about 10 seconds.
- ✓ By pressing 3-3 you can skip forward to the end of the message.
- ✓ By pressing the 4 once, you can slow the message down. The more times you press 4, the slower the message will play.
- ✓ By pressing the 6 once you can speed the message up. Again, the more times you press 6, the faster the message plays.

Envelope

- ✓ Pressing the 5 will give you the date and time the message came into your mailbox. This feature is available again after you have listened to the message and can also be programmed to come on automatically with each message. See option 2 in the Personal Options.

Volume

- ✓ The 9 key will increase the volume ten decibels.

After each message the system will ask you to save or delete the message. You will also be able to do other things with the message before you save or delete. These features are listed below:

Erase

To erase the message, press the 7 button. Note, however, that once you have pressed the 7, the message will be deleted and you no longer have access to the message.

Reply

If the message is from a person that has a mailbox on the system, you can reply back to the person's mailbox. When you press 8, the system will ask you to record your message and then prompt you to press # to send. You will not have to key in a mailbox number. The system knows where the message came from and will send your reply. If you would like to speak to the person sending the message, you can press 8-8 and the system will dial the person's phone number and put the call through. You will have to dial back into the system after the call to get the rest of your messages.

Save

By pressing 9, you can save your messages in your archives. The messages can be saved for 7 or 14 days, depending on your particular class of service. Saved messages are included in the total number of messages you are allowed in your class of service. Be careful not to store so many messages in your archives that you cannot receive any new messages.

Replay

If you want to replay the message again before saving or deleting press the 4. The system will also let you press 1 or 1-1 to rewind.

Envelope

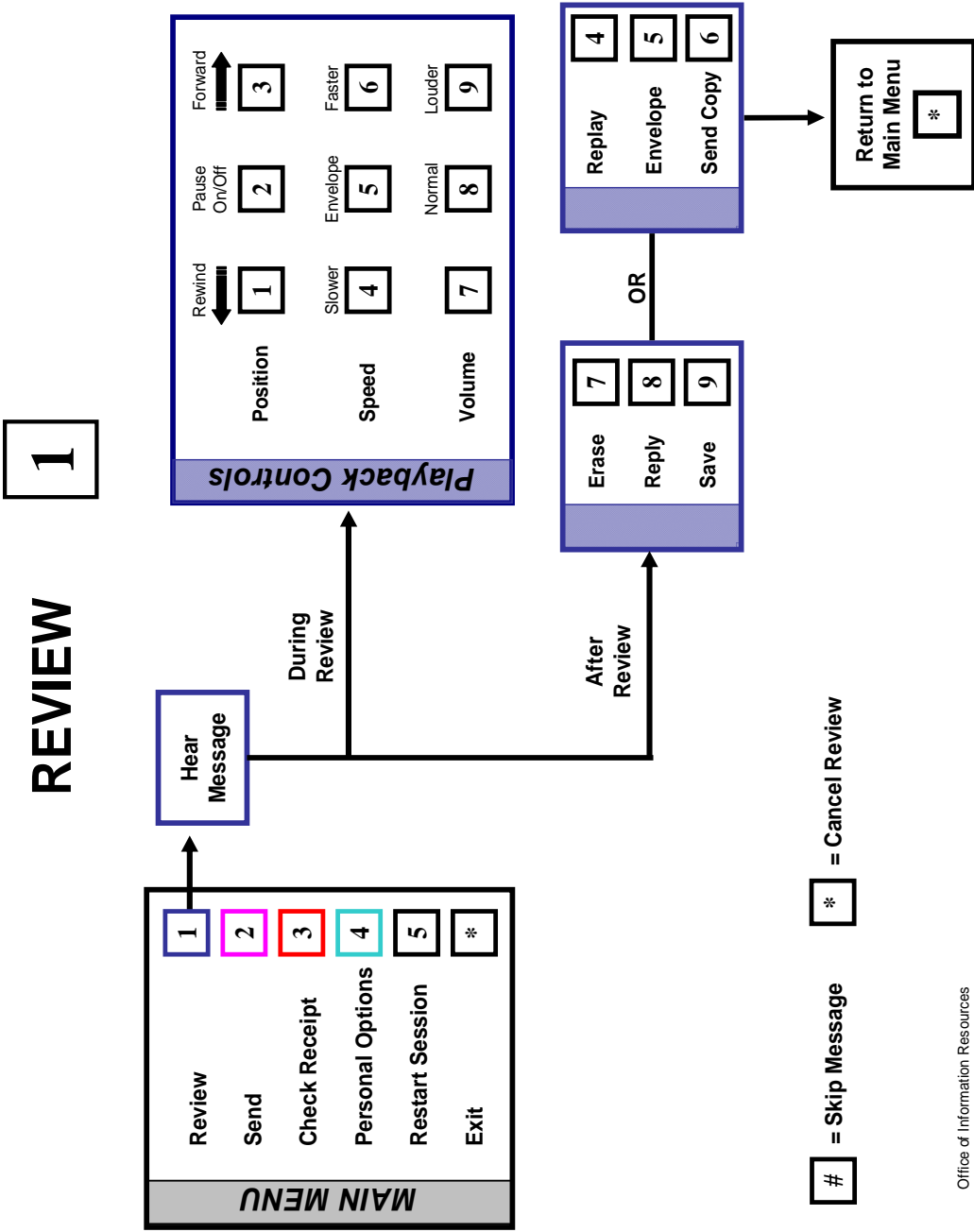
This is the date and time information, again. The system allows you to access this information while you are listening to the message or after you have listened to the message by pressing the 5. See the personal options for programming this feature.

Send Copy

The system will send a copy of your message to other mailboxes on the system. Simply press the 6 and the system will ask you to record a greeting and then enter the person's mailbox number. If you don't know the person's mailbox number, you can press # to spell the name, beginning with the last name first.

To Exit

After listening to your new messages, the system will begin to play back your archived messages. You do not have to listen to or to re-save your archived messages. Simply press the star (*) key to exit the system



2. Send

The send feature allows you to dial into your personal mailbox and create messages to send to other mailboxes within the system. A message can be sent to a single mailbox or to multiple mailboxes. By sending messages from your mailbox, you can request a confirmation of receipt and the system will give you the date and the time the message was reviewed. If you are calling from out of the office, you can create and send several messages to different individual mailboxes with one telephone call.

To Send a Message

Press the 2 key. The system will ask you to record your message. After you have recorded to message, the system will prompt you to replay, re-record, or accept the message. You will then be prompted to enter the mailbox number you wish to send the message to – or if you don't know the number, you can press the # key to spell the name, by beginning with the last name, first. You can also send the message to additional mailboxes on the system. The system will ask you to enter another destination (mailbox number). You can send the same message to as many other users as you want. You also have group lists that allow you to send messages to groups of mailboxes. These can be created and used when needed. See the personal options under group lists.

You have additional features that can be used with the send option. These are listed below. After you have recorded your message, press 0 to hear the other options. The system will prompt you to mark your message with these features.

Private

To keep the person receiving the message from sending a copy of your message to other voicemail users, you can mark your message private.

Urgent

By marking the message urgent, the system will put the message at the beginning of the messages in the mailbox. For example, if your message is message 10, the system moves it up to message 1. The system then tells the person that they have an urgent message – and then your recorded name comes on.

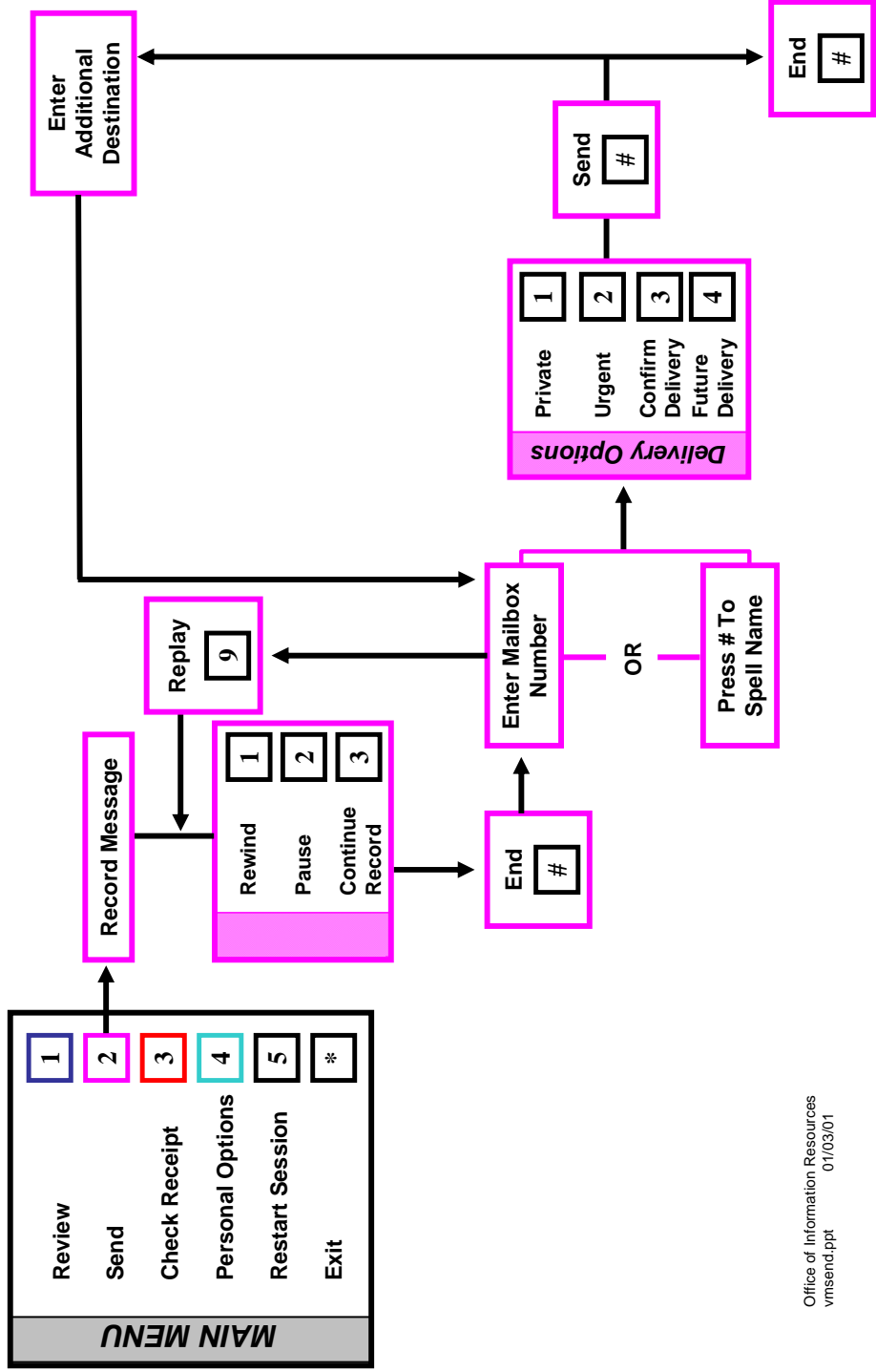
Confirm Delivery

The system will allow you to ask for a confirmation of receipt. This will give you the date and time that the person dialed into their mailbox and listened to your message. If you are using a group list to send out a broadcast message, you can request a confirmation of non-receipt. The system will notify you of the users that have not received your message.

Future Delivery

This feature allows you to record messages in your mailbox, store the message and have it delivered in the future. For example, if you are setting up a meeting and want to remind someone of the time, etc., you would dial into your mailbox, create the message, and then enter the date and time you want the message delivered to the individual's mailbox. The message is stored in your mailbox until that date and then sent to the other mailbox. You can also send these future delivery messages to yourself by creating the message and entering your own mailbox number.

SEND



3. Check Receipt

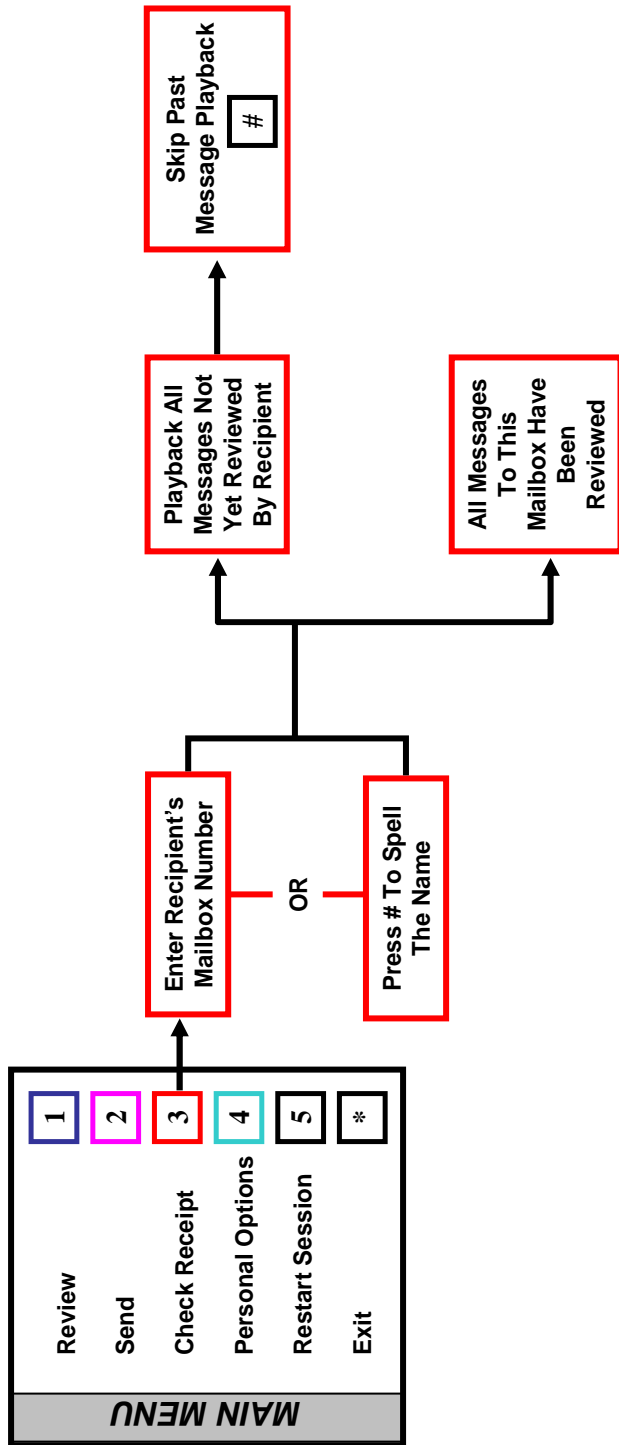
This feature gives you the date and time that a user has listened to your message. When you send a message to another mailbox, you are able to request the information on the date and time the user listened to the message.

Receipt Review

From the main menu press 3. The system will prompt you to enter the mailbox number that you requested a receipt for or you can spell the names (beginning with the last name). The system will then prompt you to choose either the messages not reviewed by the recipient or the messages that have been reviewed by the recipient.

CHECK RECEIPT

3



* = Return to Main Menu

4. Personal Options

This option allows you to personalize your voicemail box. You will have a number of features available to you that will enhance your voicemail usage. Each feature is described in detail and listed in order as shown on the flow chart attached.

Options Menu

A. Notification On/Off

This feature turns the message notification light on or off on your set. If the message light does not come on when you have messages in your mailbox, you can dial into this feature and the system will prompt you to press 1 to turn the message light on or to press 2 to turn the message light off.

This feature also turns the outdial notification on or off. The outdial notification works in conjunction with the pager or telephone outdial feature. This feature is explained in detail in the Notification Schedule option. If you have this feature, the system will prompt you to press 1 to turn the feature on or to press 2 to turn the feature off.

B. Administrative Options

The Administrative Options include the options listed below. These are available by pressing the 2 on the Personal Options menu.

Passwords

This allows you to change your personal password at any time. Press 1 for passwords, then press 1 for your personal password. The system will prompt you to enter your new password and then will repeat it back to you for acceptance. If you change your password, make sure you remember the number. A password cannot be retrieved from the system. Your mailbox will have to be deleted and then re-installed. All of your new or saved messages will be lost.

Also, in the password section you have available 3 guest mailboxes. The guest mailboxes are mini-mailboxes that reside inside your mailbox. The mailbox numbers are 91, 92, and 93. To set these up, you would press 1 for passwords and then, for example, 3 for the first guest box. The system will prompt you to enter the password (this should be different from your password). This allows you to leave a message in the guest box for your guest and allows your guest to reply back to your mailbox. Only you can leave your guest a message and your guest can only reply back to you. No third party person can dial into the guest mailbox and your guest cannot dial out of your mailbox.

Group Lists

This feature allows you to set up group lists so that you can send out broadcast types of messages. You will have 5 group lists with a maximum of 25 mailboxes in each group list. The group numbers are 11 through 15. Once installed, you will be able to dial in and edit the list, delete names, and list the members.

Press 2 in the selection and the system will prompt you to enter the group list number. The system will then ask you to enter the mailbox numbers of the members you want in the group.

When using your group lists, you would dial into the send option on the main menu, create the message you want to send, and when the system asks for the mailbox number you want to send it to, you would enter the group list number, for example, 11. The system will send the message out to all the members in your group 11.

Prompt Levels

The prompt levels are the levels of prompting information the system gives you when you dial into your mailbox. The mailboxes are installed with the standard prompts. After using the system for a short period of time, you may want to change this to the rapid prompts. This will cut down on the length of the prompting information from the system. Press the 3, then press 3 again.

Date and Time Playback

This feature gives you the date and time the message came into your mailbox. You have the option of having this information provided with each message automatically, or only hearing this information when you choose to by pressing the 5 key.

If you want the date and time to play before each message, you would turn this feature on. If you want the date and time to play only on particular messages, you would turn this feature off. To play the information, you would press the 5 key while you listen to message or after message has ended. Press the 4 option and the system will prompt you to press 1 for on or 2 for off.

C. Greetings

This option allows you to change your recorded greeting. With this feature, you can change your greeting, record an extended absence greeting, or change the name that you recorded in the original set-up instructions.

If you choose to change your greeting on a daily basis, be sure to change it before you start getting calls each morning. You should never be giving yesterday's date on today's message

Personal Greeting

To change the regular personal greeting, press 3 on the personal options menu and then press 1 for personal greeting. The system will prompt you to record the greeting and accept or re-record.

Extended Absence Greeting

The extended absence greeting is used when you are going to be out of the office or your schedule is changed from the normal work hours. The extended absence greeting will not allow the caller to skip over your greeting without listening to the message. If you plan to be out of the office for an extended period or even if you are out for a few hours, this feature will force the caller to listen to your message so they will know you are not in. With the normal greeting, the caller is able to press the # key and skip over your greeting. If you have not left a message that you will not be in for an extended period, the caller will not know that and may leave a message expecting you to return the call. This feature should be used any time you will not be able to respond to the callers within a half day.

The extended absence greeting will also let you know that you have changed your greeting. Each time you dial into your mailbox, the system will prompt you that you have an extended absence greeting and ask you if you want to keep the greeting or delete the greeting. When you delete the extended absence greeting, your original greeting will be restored without having to be re-recorded.

Press 3 for greetings, then 2 for extended absence greetings.

Dual Greeting

This feature is available as an option. If you would like to have this feature activated, please notify your telephone coordinator.

The dual greeting allows you to set up two greetings. The system will prompt you to do this. The system will ask you to record the greeting that you want the caller to hear when you are on the telephone (ex: I am on the phone at this time_). Next, the system will prompt you to record the greeting you want the caller to hear when you are away from your desk or out of your office (ex: I am away from my desk at this time_). If your receiver is off hook, the caller gets the message that you are on the phone. If your receiver is on hook, the caller will get the message that you are away from your desk.

D. Notification Schedule

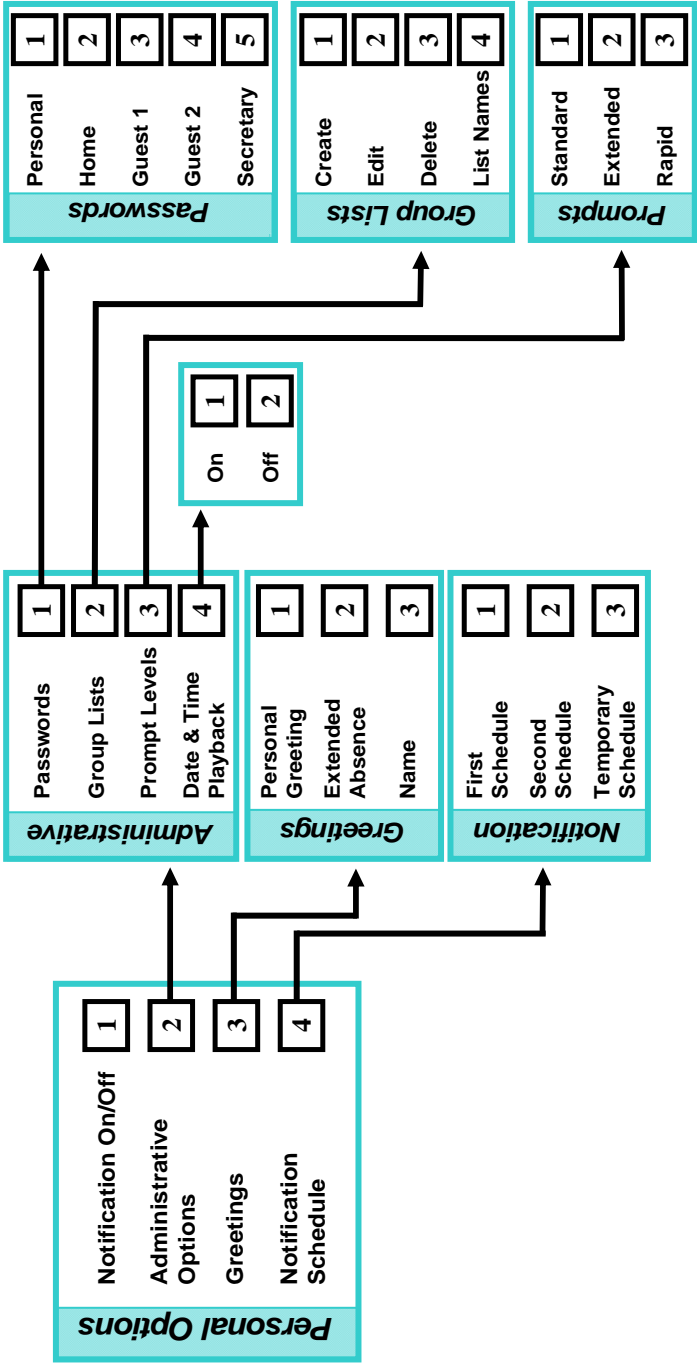
This feature is available with the expanded mailbox only. The system will notify you on your pager or at another telephone number when you have a message in your mailbox. If you set up the system for a pager, the system will call your pager and put in the last 5 digits of your access number. If you have it set up to go to a telephone, the system will call you; and when you answer the telephone, the system will give you several options. The last option is to take the message. The system will then give you 60 seconds to enter your password. Once you enter your password, the system will play the message for you.

Schedule

Press 4 on the Personal Options menu. The system will begin prompting you to set up the schedule. The system will ask you for your pager number. The system will then ask you for the schedule- it will begin by asking the time you want the system to begin paging – you would key in 800 for 8:00 – the system will ask if this is AM or PM. You will be prompted to enter all of the information. The system will repeat it back to you for confirmation.

You will also have a second schedule and a temporary schedule. You could, for example, set up one schedule for 8:30 to 5:00 and a different schedule for 5:00 to 8:00. The temporary schedule works like the extended absence greetings.

PERSONAL OPTIONS 4



III. Exit System/Tips

Exit

To exit the system after you have reviewed your messages or used other system features, press the star (*) key. The system voice will tell you “Goodbye” and disconnect you from the system. If you simply hang up without depressing the star (*) key, the system will keep your line connected to the voicemail system for a minute or so until it times out.

Tips

Remember, you can access your voicemail box from within the State system or from anywhere outside the system. There are three ways to access your mailbox.

First, from your office telephone – dial your access number and the system will ask for your password.

Second, if you are using another employee’s telephone on the system – dial your access number – press the star (*) key, and then enter your 5 digit mailbox number. The system will then ask for your password.

Third, if you are outside of the State telephone system – dial your access number – press the pound (#) key, then enter your 5 digit mailbox number. The system will then ask for your password.

Initially the system will offer you the option of choosing a standard greeting. This is a recorded voice that says the person you are trying to get in touch with is not available at this time; please leave a message at the tone. We recommend that you not choose the standard greeting. A personal greeting recorded in your voice is more professional and will make the caller feel more comfortable about leaving a message.

When reviewing your messages, if you are unable to write the information down or call the person back immediately and you either delete the message or save the message, you may forget to return the call. After listening to the message, you can press the pound (#) key and skip the message. When you dial back into your mailbox, the system will remind you that you have a skipped message and replay the message for you.

After you have reviewed all of your new messages, the system will begin replaying your saved messages automatically. You can press the star (*) key at that time and exit the system without listening to the messages or re-saving them.

When saving messages, if you need to save a message longer than your regular save time (this will be either 7 or 14 days), you can dial into your mailbox a day or two before your limit

and send the message back to your own mailbox. It will come in as a new message and you will be able to save it another 7 or 14 days.

Don't forget – you have a message limit on your mailbox. Depending on your class of service, you can have either 15 messages or 20 messages. Any saved messages, future delivery messages, and guest messages will be included in your total message count.

Time Savers

Press 8 and reply back to your caller as a standard and use the 5 key (envelope info) to get the information with the messages you need and the date and time received.

Returning Calls

Always try to return your calls within a half day. If you receive a call before 12:00noon, call the person back before 5:00 PM. If you receive a call after 12:00 noon, call the person back by 12:00 noon the next day. Do not use your voicemail as a call avoidance tool. If you are at your desk, answer your calls.