

VOICE MAIL

Voice Mail is a telephone messaging service provided by the University of Maryland at College Park. It is a system which will answer telephone calls and allow callers to leave messages when you are unable to take calls yourself. The ability to create and change your own password allows for the utmost privacy. It's easy to learn and simple to use. The directions in this brochure will help you better understand and operate Voice Mail. If you are a student, activate your Voice Mail account by registering at <http://register.net.umd.edu/Link2UM>.

LOG INTO VOICE MAIL

- Dial the Voice Mail System number [5][0][0][0] (on campus) or 301-405-[0][0][0][0] (off campus)]. If you don't know your Voice Mail System number contact the NTS Control Center, extension 54400.
 - When the Voice Mail system answers, enter your own 5 digit extension number and press #.
- NOTE:** If calling from your own extension, you may omit entering the extension number and just press #.
- Enter your Password and press #.
 - The Voice Mail Activity Menu will begin. Proceed with the functions that follow, or press * H (* 4) for HELP.

- For additional reference guides call extension 54400.
- For campus Directory Assistance call extension 51000.

- Voice Mail System # _____
- Initial Password _____

Reference Guide for Voice Mail 1996

For Online Networking and Telecommunications Services information, see: www.oit.umd.edu/nts

VOICE MAIL TIPS

1. Press [#] instead of dialing your five digit extension when logging into **Voice Mail** from your own campus telephone.
2. When calling into **Voice Mail** you can dial through without listening to instructions from the system if you already know the system prompts.
3. When leaving a message for someone, Press [1] to skip their personal greeting and get right to the beep to leave your message.
4. When listening to a message press:
 - [6] to advance through the messages in four second intervals.
 - [5] to rewind the message in four second intervals.
 - [0] to replay the message only.
 - [2][3] to replay the header.
 - [3] to temporarily suspend playback.
 - [3] to resume suspended playback.
5. When answering a call that has come to you through coverage or call pick-up, you can transfer the call into the intended party's voice mailbox by dialing:



6. When you are in the **Voice Mail System** and you need **Voice Mail** to wait (pause), dial [*][W]. Dialing [*][H] will return you to the beginning of the function you were administering when you asked **Voice Mail** to wait.
7. It is important to give callers the option to "get out" of the **Voice Mail System** if they do not wish to leave a message. This can be accomplished by installing the "DIAL 0" feature on your voice mailbox. When installed, "DIAL 0" will route the caller to a predetermined telephone line in your office. (Call the NTS Control Center at extension 54400 for installation.)
8. If you will be away for an extended period of time, you may wish to notify caller in your greeting and forward your calls directly to **Voice Mail**. You must have the call forward feature on your telephone to do this.
9. You may hold a message in the **new message** category by pressing [*][*][H]. The message waiting light will stay lit even after you have heard the message.
10. You can use **Voice Mail** to leave yourself a reminder message, such as a future meeting, and schedule the date and time that you want to be reminded. See instructions to Create a Message, option 1 in the Activity Menu.

VOICE MAIL TIPS

11. To scan through message headers and/or messages, press [7] from the activity menu.
12. You can access your messages from any touchtone telephone. When calling from off campus, first dial the seven digit **Voice Mail System** telephone number. When the **Voice Mail System** answers, enter your five digit campus extension, and [#], then proceed as normal.
13. [*][3] is used within **Voice Mail** to delete messages. Outside of **Voice Mail** [*][3] also activates the Send Calls feature. Use care not to send your calls instead of deleting messages.
14. [*][*][U] is used within **Voice Mail** to undelete messages.
15. Voice mailbox length is 15 minutes for faculty and staff, 12 minutes for students.
16. Messages are retained for twenty days unless deleted by the subscriber.
17. For additional assistance with Voice Mail:
 - If you are a student, call the NTS Control Center at 301.405.4400.
 - If you are a faculty or staff member, call your Department Telecommunications Representative (DTR). If your DTR is not available call the NTS Control Center at 301.405.4400.

NETWORKING AND TELECOMMUNICATION SERVICES

Extension 54400

- Service requests, trouble reporting
- System feature information and custom applications
- Communications moves, adds, and changes
- Communications design, planning, and engineering for voice, data, and video applications

GUIDELINES

During normal business hours, the main published number of a department or unit should always be answered by an individual who is trained to provide assistance.

During holidays, evenings, and weekends, an informative message should be recorded on voice mail to assist callers.

When Voice Mail is appropriate for answering calls, a means to exit (dial "0") to reach a staffed answering point should be provided.

Any calls answered by voice mail should receive a prompt response.

REFERENCE GUIDE

THE ACTIVITY MENU

The Voice Mail System will only announce the first three options. You may also select options 4, 5 and 7, or * 4 for help.

Create Messages:

- 1** Record
Edit
Address
Schedule

Incoming Messages:

- 2** Listen
Reply
Redirect
Save
Delete

Record a Personal Greeting:

- 3** Change
Activate

Check Outgoing Messages:

- 4** Review
Modify
Resend
Redirect

Change Password or Name Recording:

- 5**

Scan Quickly: Headers Messages

- 7**

1 TO CREATE AND SEND A MESSAGE

1. Press **1** from the Activity Menu. If you are not in the Activity Menu, press * **R** to return to the Activity Menu.
 2. Record your message.
 3. Press **1** to stop recording.
 4. Press **2, 3** to review the message.
 5. Press **#** to approve the message
- OR
6. Enter 5 digit extension number (or numbers if more than one recipient) where message is to be sent, then press **#**. When finished, press **#**.
 7. Press **#** to send the message now or **0** for other options (e.g. scheduling).
- Press * **D** to delete the message. Then press **1** to begin recording again.

2 TO LISTEN TO INCOMING MESSAGES

1. Press **2** from the Activity Menu. If you are not in the Activity Menu, press * **R** to return to the Activity Menu.
2. Press **0** to listen to the message.
3. Press **1** to respond to or forward the message.
or
Press * **D** to delete the message and skip to the header of the next message. Press **0** to listen to next message.
or
Press **#** to save the message and skip to the next message.

3 TO RECORD A PERSONAL GREETING

1. Press **3** from the Activity Menu. If you are not in the Activity Menu, press * **R** to return to the Activity Menu.
2. Press **1** to begin recording.
3. Record your greeting. Then press **1** again when finished recording.
4. Press **2, 3** to listen to the greeting before approving the greeting.
5. Press **#** to approve greeting or * **D** to delete it. (Press **1** to record again.)
6. Press **Y** to activate your greeting.

TO UNDELETE

1. After pressing * **D** and deleting a message, and prior to pressing any other buttons, press * * **U** to undelete message.

5 TO CHANGE PASSWORD OR NAME RECORDING

To change your password:

1. Press **5** from the Activity Menu. (If you are not in the Activity Menu, press * **R** to return to the Activity Menu.)
2. Press **4** to change password.
3. Enter new Password (5 to 10 digits long.)

4. Press **#**.
5. Enter new password again.
6. Press **#**.

7. Hang up or press * **R** to return to the activity menu.

Note: You may wish to spell a word by pressing buttons which correspond with letters on your touchtone dial pad.

KEEP YOUR PASSWORD SECURE

To record your name:

1. Press **5** from the Activity Menu. If you are not in the Activity Menu, press * **R** to return to the Activity Menu.
2. Press **5** to record your name. The current recording will be heard.
3. After the tone, state your name and department name clearly and concisely.
4. Press **1** when finished recording, then press **#** to approve.

TO FORWARD MESSAGE WITH A COMMENT

To forward with a comment to another Voice Mail subscriber:

1. After listening to the message and pressing **1** to forward, press **2** to forward with a comment.
2. Record your message.
3. Press **1** to stop recording.
4. Press **2, 3** to review the message.
5. Press **#** to approve the message or press * **D** to delete it, then press **1** to begin recording again.
6. Enter 5 digit extension where the message is to be sent, then press **#**. When finished, press **#**.
7. Press **#** to send the message now or Press **0** for other options.

TO CALL OR REPLY TO SENDER WITH A MESSAGE

To call the sender:

1. After listening to the message, and if the call originated from campus, press **1**, then press **0** and the Voice Mail system will call the sender.

To reply to sender (who has Voice Mail) with a Voice Mail message:

1. After listening to the message and pressing **1** to respond, press **1** to forward the message to sender.
2. If you would like to attach a copy of original message, press **Y** for YES, **N** for NO.
3. Record your reply.
4. Press **1** to stop recording.
5. Press **2, 3** to review the message.
6. Press **#** to approve reply or press * **D** to delete it, then press **1** to begin recording again.
7. Press **#** to send the message now or Press **0** for other options.
8. To keep a copy of message press **Y** for YES or **N** for No.