

## Telephone Tips and Tricks

Be courteous: check voicemail anytime a message is received; keep your greeting current; if you are out for an extended period of time, forward your calls to your voicemail

Check Voicemail from remote location: Call 707-476-4100; at the recording press # 9 followed by your four digit phone number.

Bypass prerecorded announcement on your voicemail: 9 takes you straight to your messages

Bypass prerecorded announcement: You do not need to listen to hear, just press the option. For example, Switch from Standard Greeting to Alternate Greeting and record new message: 7 4 5 1 1 1

Bypass voicemail message on campus phone: 2 takes you to the beep

Forward calls directly to voicemail (or any other location): from your phone, get a dial tone, press FWD button and you will hear a pulsating dial tone, dial 4100 and wait for the solid tone. To stop forwarding, from your phone, get dial tone and press FWD button.

Transfer a caller directly to someone's voicemail: Press Transfer button, dial 4100 and wait until 4100 message starts, press desired four digit number followed by 2 and hang up.

Redial one of last four numbers dialed: Press Redial until the number is displayed; then press \*

Phone Directory: Dial 4100 followed by # 1 and then you will be prompted to spell the first three letters of the last name

Password: Always have a password on your voicemail

# REPAREE VOICE MAIL USER GUIDE

To access your Voice Mail system from your telephone, YOU MUST FIRST dial '4100' or press the VM key. When you access your mailbox for the first time, a user tutorial is automatically activated. This tutorial will guide you through your first mailbox session, explain how to record a greeting and your name, and prompt you to enter a passcode.

To set up you mailbox for the first time you MUST be patient, and follow all the prompts. The initialization of your mailbox takes approximately 3 minutes. Pick a quiet time if possible, so that you are not disturbed while recording. The system will ask you to record a greeting and your name and prompt you to enter a password with 3-10 digits.

**Sample Greeting:** "Hello, this is \_\_\_\_\_. I am either on the phone or out of the office. Please leave your name, phone number, and a detailed message, and I will return your call. Thank you for calling."

**WHEN YOU ARE FINISHED WITH THE TUTORIAL, YOU MUST PRESS '1' TO SAVE THE SETTINGS!!**

## ACCESSING YOUR MAILBOX

**To access your mailbox from YOUR phone:**

- Obtain a dial tone and enter '4100' to access voice mail.
- From your personal phone, the prompt will ask you for your passcode. Enter the code.

**To access your mailbox from ANOTHER phone:**

- Obtain a dial tone and enter '4100' to access Voice Mail.
- Press the # key.
- When you hear the main greeting, enter '9', then your extension number.
- The prompt will ask you for the passcode.

**To access your mailbox form OUTSIDE College of the Redwoods:**

- Call (707) 476- 4100
- When you hear the main greeting, enter '9', then your extension number.
- The prompt will ask you for the passcode.

**To TRANSFER a caller into another person's mailbox:**

- Let the caller know you will connect them with the person's mailbox.
- Press **TRANSFER** and dial '4100' to access the voice mail system and wait for the voice mail to answer.
- Dial that person's extension number immediately followed by a '2'.
- Release the call immediately (HANG UP). The outside caller will now hear the personal greeting of that person.

- If a caller wishes to bypass a user's Personal greeting, they may press "\*" when the greeting plays.

**Note:** The digit '2' when following the extension number, tells the Voice Mail system Not to transfer the call to that person's phone, but skip right to that person's personal greeting.

## ONE BIG HINT! REMEMBER '1' FOR YES, AND '2' FOR NO

Whenever you call to check messages, the system starts a conversation with you that has four basic actions. First, the system will play any new messages, then you will hear:

"To LEAVE messages, press 5  
To REVIEW OLD messages, press 6  
For SETUP options, press 7"

## LISTENING TO MESSAGES (New or Old)

**How long will the Voice Mail keep my messages?**

- NEW Messages: 999 days,
- OLD Messages (messages opened, listened to & not archived): 7 days
- ARCHIVED Messages: 14 days.

**How will my messages be played when I access Voice Mail?**

- Voice Mail Subscribers Messages (All messages are grouped alphabetically by last name, messages marked "Urgent" will play first)
- Outside caller messages

**HINT:** You will be able to reply back to those messages from other subscribers by pressing a single digit after the message is has been played, listen to the prompts.

**While you are listening to a message, you can utilize several keys to control how the system plays the message:**

4 = Slower      5 = Changes Volume      6 = Faster  
7 = Rewind      8 = Pause/Resume      9 = Fast Forward

**After you have finished listening to the message, you may press one of the following:**

**Note:** You may press '2' to interrupt message playback and utilize one of the features below without listening to the whole message.

- 4 To reply to the owner of message (Message must be sent by another system subscriber)
- 5 To skip to next message

- 6 To delete message
- 7 To archive message
- 8 To hear timestamp
- 9 To redirect a message to another mailbox
- 0 To save message as new
- # To repeat message

## REPARETEE VOICE MAIL USER GUIDE CONTINUED

### LEAVING MESSAGES

#### *To LEAVE a message for another subscriber:*

- Call Voice Mail system and enter your security code (from your own phone).
- Press '5' to Leave Messages.
- Enter the extension number or press ## to spell the first 3 letters of the person's last name.
- Confirm selection of that person by pressing '1' for yes.
- Record your message at the beep.

**Note:** To end recording of your message press the "\*" key.

#### *Special Delivery Options:*

When you leave a message, you can mark it for 'special delivery'.

**Urgent** - Your message will be the first message offered

**Private** - Your message will not be able to be redirected

**Future Delivery** - Send message into the future

**Return Receipt** - You get verification on when message is received

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**COLLEGE OF THE REDWOODS**