



# **Oklahoma State University IT Telecommunications**

## **Voice Mail User Guide**

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### Subscriber Information

As you use OSU 4-MAIL, you will need to know the following information. For easy reference, complete this box with the information you receive from the system administrator.

*Your subscriber mailbox number:* \_\_\_\_\_

*OSU 4-MAIL external number:* **4-6245**

*OSU 4-MAIL internal extension:* **405-744-6245**

# Welcome

Welcome to OSU 4-MAIL. You can begin using the Telephone User Interface immediately once your mailbox, called a subscriber mailbox, is set up. Easy-to-follow voice prompts guide you through the system. Initially, you may use just some of the features, doing basic activities such as listening to and sending voice messages. As you become more familiar with OSU 4-MAIL, however, you can start using its powerful message-management features to save you time and help you work more efficiently.

For example, you can set 4-MAIL to present newer messages first or to present them in the order received. To quickly access the messages you want. If you serve a number of important clients, you can set 4-MAIL to notify you immediately when a message arrives, even to your pager or mobile telephone.

If you're out of the office, you can let your callers know using the out-of office greeting. You can also ensure that important messages are handled promptly by automatically forwarding all or selected messages to another person. So whether you're in the office or traveling, you can still access and manage your messages to the benefit of you, your team and your clients.

## How to Use This Guide

To use this guide, find the type of procedure you want to use in *What's Inside*. The first part of each section contains general information and tips to help you use the various features. You'll then find a page that shows the keystrokes for each feature. To use a feature quickly, follow the path that starts at the top of the page then skip down to the key for the desired feature.

You can also use the quick reference card to quickly find the keystrokes needed for different features. You don't have to wait for voice instructions to enter key sequences once you become familiar with the new 4-MAIL.

If you have questions about the OSU 4-MAIL please email [telecom.okstate.edu](mailto:telecom.okstate.edu) or call our Communication Consultants at extension 4-7174.



## Getting Started

The new OSU 4-MAIL automatically guides new users through the process of setting up their mailboxes. It is important that you set up your mailbox before using the voice mail system.

### Step 1. Access Your Subscriber Mailbox

1. Call the voice mail system using its internal or external telephone number.
2. Enter your subscriber mailbox number.
3. Enter the security code. The first time you access your mailbox, your security code will be set to the system default security code.

The setup tutorial is configured for your mailbox, you will be automatically walked through changing your security code and recording your name and greeting.

### Step 2. Change Your Security Code

1. Access your subscriber mailbox as described above.
2. Press 3 to access PhoneManager.
3. Press 1 to access the Personal Options menu in PhoneManager.
4. Press 4 to change your security code.
5. When prompted, enter a new numeric security code followed by the # key.

Your security code can be any length from your system's designated minimum of 5 up to 15 digits. Try to avoid using simple combinations such as your mailbox number or "12345".

You might be forced to change your security code periodically. In this case, you will be alerted at logon when your security code expires.

6. Confirm the new security code by entering it again followed by the # key. 4-MAIL tells you that your security code has been changed.

### Step 3. Record Your Name to Identify Your Mailbox

1. After changing your security code, press 5 at the Personal Options menu to record your name (first and last).

When recording your name, don't include an introduction such as "*Hello, this is...*" because 4-MAIL already provides an introduction.

2. Press 2 to begin recording, then speak your name. Press 2 again to stop recording.
3. After recording your name, you can:
  - Press 6 to review your name.
  - Press 4 to delete your name and start over.
4. When you are satisfied with the recording, press 5 to save it.

## **Step 4. Record a Greeting for Your Mailbox**

1. Once you have recorded your name, press 3 at the Personal Options menu to record a personal greeting.
2. Press 2 to record the standard greeting to be used for normal conditions. You may want to return later to record a greeting to be used when your line is busy.
3. Press 2 to begin recording, then speak the greeting you want your callers to hear. Press 2 again to stop recording.

You may find it helpful to write down what your greeting will say before recording. A sample greeting you could use is shown below. Additional sample greetings are provided in “*Tips for Using OSU 4-MAIL*,” provided later in this guide.

*“You have reached <your first and last name>. I’m sorry to have missed your call. Please leave a detailed message and I will return your call as soon as possible.”*

4. After recording your greeting, you can:
  - Press 6 to review your greeting.
  - Press 4 to delete your greeting and start over.
5. When you are satisfied with the recording, press 5 to save it.
6. Press \* to leave PhoneManager.

Congratulations!!!! You are now ready to use the new OSU 4-MAIL. You can exit the system at this time or use the quick reference card and begin exploring the many features inside the new OSU 4-MAIL.



## Listening to Messages

Each time you access your mailbox, 4-MAIL tells you how many new and saved messages you have. You have a number of options to choose from when listening to messages.

You can:

- Save or delete messages, or even retrieve deleted messages. (Deleted messages can only be retrieved during the same session that they were deleted in.)
- Forward a message to one or more subscribers.
- Reply to a message by recording a response or by immediately calling the sender (even if the sender is an outside caller).

### Tips for Listening to Messages

- Change message volume to hear messages better.  
While listening to a message, you might find it difficult to hear the person's voice. It might be too loud or soft for comfortable listening. You can pause the message during playback (press 1), then press 6 to increase volume or 9 to lower volume, one or more times until the desired volume is reached. Press 1 again to resume message playback.
- Move through voice messages at the speed you want. When you have a long voice message or a caller that speaks too fast, use the 4-MAIL speed controls. Press 1 while listening to the message, then press 4 to increase speed or 7 to reduce speed, one or more times until you reach a comfortable playback speed. Press 1 to resume message playback.
- Place a telephone call from within your mailbox if you need to reach someone quickly. A new menu option, 9 for Other Services, at the main subscriber menu lets you place an outside call. Use this feature if you're checking messages away from the office and want to immediately return a call to an associate without re-entering the telephone number.

Additional tips for handling messages as you listen to them are provided in “*Tips for Using OSU 4-MAIL*”, later in this guide. You'll find tips for retrieving deleted messages, using bookmarks, and handling hundreds or thousands of messages.

## Access your subscriber mailbox:

- |   |                           |
|---|---------------------------|
| 1 | Listen to New Messages    |
| 5 | Listen to Saved Messages  |
| 6 | Access Selected Messages  |
| 7 | Retrieve Deleted Messages |

**Pause/Continue.** To pause while listening to a message, press **1**. While paused you can:

- *Increase speed* by pressing **4** or *decrease speed* by pressing **7**, one or more times.
- Increase volume by pressing **6** or decrease volume by pressing **9**, one or more times.
- *Set a bookmark* by pressing **5**. Only one bookmark per message.
- *Resume listening from bookmark* by pressing **8** from any point in the message.
- *Continue* listening by pressing **1**.

**Forward.** Press **2** and follow the prompts to forward the message to one or more subscribers.

**Back up 5 seconds.** Press **3** to repeat a portion of the message.

**Delete/Recover.** Press **4** to delete this message. You can retrieve any deleted messages before exiting your mailbox. Once you exit, however, 4-MAIL deletes these messages.

**Save.** Press **5** to save the message for future reference, keeping in mind your system's message retention time limit.

**Review.** Press **6** to listen to the message again from the beginning.

**Skip.** Press **7** to skip to the next message without taking any action on the current message.

**Reply.** Press **8** while listening to the message, then:

- *Record a reply* to the sender by pressing **2** or to another subscriber by pressing **1**.
- *Transfer to the sender* by pressing **3** (if the sender is inside the company) or pressing **4** (if the sender is outside of the company).

**Advance 5 seconds.** Press **9** to advance through the message in 5 second increments.

**Help.** Press **#** at any time to review all of the menu options.

**Cancel/Exit.** Press **\*** to cancel this function. Press it several times to exit.

## Recording and Sending Messages

You can quickly record and send a message to one or more subscribers with a few simple steps. A number of options let you control your recording session and your message's deliver. For example, you can:

- *Review and edit* the message as you are recording.
- *Delete* the message and start over.
- *Set urgent status* so the recipient knows the message is urgent.
- *Specify future deliver* to your message is delivered at a later time.
- *Restrict message forwarding* to keep your confidential messages from being forwarded to other subscribers.
- *Request notification* so you can confirm that the message has been received.

### Access your subscriber mailbox:

**2** Record and send

**Pause/Continue.** Press **2** to pause while recording a message. Press **2** again to resume recording.

**Back up 5 seconds.** Press **3** when reviewing your message to back up through the message in 5-second increments.

**Delete.** Press **4** to delete the message you are recording and start over.

**Send.** Press **5** when you're satisfied with your message. To send the message to more than one person, follow the voice instructions after pressing **5**.

**Review.** Press **6** to listen to the message before sending it.

**Advance 5 seconds.** Press **9** when reviewing your message to advance in 5-second increments

**Access message routing options.** After you press **0**, you can choose from the following actions. 4-MAIL provides instructions after you press the desired key.

- *To specify future deliver of the message*, press **1**.
- *To set urgent status*, press **2**.
- *To restrict message forwarding*, press **3**.
- *To request return receipt notification*, press **5**.
- *To leave a callback number where you can be reached*, press **8**.

**Help.** Press **#** at any time to review all of the menu options.

**Cancel/Exit.** Press **\*** to cancel this function. Press it several times to exit.



## Customizing Your Mailbox

OSU 4-MAIL provides a number of features that let you customize the way your mailbox works. You can use these PhoneManager features at any time to modify your mailbox so it meets your changing needs.

- **Daily message reminder.** 4-Mail can call you at the same time and same place each day to deliver your messages. Simply specify the time of day you want to be notified and the telephone number to call.
- **Message presentation.** Customize how 4-MAIL presents messages so you listen to the messages you want to hear first. 4-MAIL can present messages based on type, urgent status, and when they were delivered (first-in, first-out or last-in, first out).
- **Automatic message forwarding.** This feature lets you automatically forward messages to a specific mailbox. Feature options let you set forwarding for urgent messages only and for messages from a specific mailbox. You can set when both hours of the day and days of the week messages will be forwarded.
- **Out-of-office greeting.** If you will be out of the office for a day or more, record an out-of-office greeting to let your callers know that you are out. You might also let them know when you will return and whether or not you will be checking messages. When you return, simply turn off your out-of-office greeting when you log on and your normal greeting will automatically resume.
- **Call screening and call blocking.** These features let you control when outside callers reach you. With call screening, you can find out who is calling your extension, then accept the call or allow the caller to leave a message. With call blocking, all callers routed by 4-MAIL are automatically sent to your mailbox.



## Tips for Using 4-MAIL

While you may be already familiar with using voice messaging these days, the following tips may help you present a more professional appearance to your callers and get more out of 4-MAIL and its features.

### Handling Messages

- **If you mistakenly delete a message, retrieve it before exiting your mailbox.** Press \* one keypress at a time until you hear the main menu to your subscriber mailbox. Press 7 to retrieve deleted messages and follow the commands to locate the message you want to keep. Deleted messages are not kept once you exit your mailbox, so be sure to retrieve any messages that you want to keep before exiting or hanging up.

### Recording Messages

- **Add introductory comments when forwarding a message to another voice mail user,** such as “I am forwarding a message from so-and-so....” This frames the forwarded message, providing a context for the recipient. Without an introduction the receiver may misinterpret the message. Also, if no introduction is included, the receiver may try to respond to the original sender, only to inadvertently respond to you instead.

### Recording Personal Greetings

- **Be sure to record your name and personal greeting.** Callers will know that they have reached the correct mailbox when they hear your voice. You may want to start with one of the sample greetings shown below. The busy greeting is typically recorded once and never changed. Only use the out-of-office greeting if you are gone; that greeting remains in effect until you disable it.

Sample standard greeting: *“You have reached <your name>. I’m sorry to have missed your call. Please leave a detailed message and I’ll return your call.”*

Sample busy greeting: *“You have reached <your name>. I’m on the phone right now. Please leave a detailed message and I’ll return your call.”*

Sample out-of-office greeting: *“You have reached <your name>. I’m currently traveling on business and will be returning on <day and date>. I will be checking messages daily. Please leave a detailed message and I’ll return your call.”*

- **Consider recording your standard greeting each day.** Doing this conveys to your callers that you closely manage your mailbox and access your voice mail daily.

Sample standard greeting changed daily: *“You have reached <your name> on <day and date>. I’m in the office but was unable to take your call Please leave a detailed message and I’ll return your call.”*

- **Try to record greetings and voice messages when your office is quiet.** Hold the telephone about 3 – 5 inches from your mouth. Breathe before you begin recording and speak in a normal speaking voice. Test your greetings and recorded name to hear how you come across. Re-record until you are satisfied, and then save your best recordings. If your greetings or messages are long and complex, consider using a written script or outline,

## Using Shortcut Keys and Buttons

- **Type ahead key sequences for quick access.** Once you become familiar with the functions you use most often, you can quickly access them by entering the key sequences without waiting for the voice instructions.
- Press # for help at any time. After you press #, 4-MAIL replays all of the options available to you for the feature you are currently using.
- **Press \* to cancel the current feature.** When you press \*, 4-MAIL stops what it’s currently doing and plays the previous voice menu options.
- **Press \* several times to exit 4-MAIL before hanging up.** Doing this helps 4-MAIL disconnect from the line, freeing the line more quickly for the next person. If you have deleted messages that you’d like to retrieve, be sure to retrieve them before exiting. Deleted messages are not kept once you exit your mailbox.