



PELLISSIPPI STATE TECHNICAL COMMUNITY COLLEGE
PELLISSIPPI CAMPUS/MAGNOLIA SITE

SETTING UP YOUR
VOICE MAIL BOX:

Dial 7071
Dial your temporary password (four 0's)
Dial 3 (Access phone manager)
Dial 1 (Personal options)
Dial 3 (Record your greeting, follow prompts)
Dial 4 (Change your security code)
Put in your new security code
Dial 5 (Record your name)
Record your name
* (Star) Four (4) times to exit system
Don't forget to forward your instrument to voice mail
#2 or #3 plus 7071
(#2 is all calls, #3 is Busy/No Answer)

TO TRANSFER A CALLER
TO A CO-WORKER'S
MAILBOX:

Hookflash or press transfer
Dial 7071
Dial 52 and mailbox number
Hang up

TO TRANSFER A CO-
WORKER TO VOICE
MAIL TO CHECK
MESSAGES:

Hookflash or press transfer
Dial 7071
Hang up

TO CHECK YOUR
MESSAGES:

FROM YOUR EXTENSION

Dial 7071
Dial your security code
Press 1 to listen to new messages or
Press 5 to listen to saved messages

FROM ANOTHER EXTENSION

Dial 7071
Dial #
Dial your mailbox number
Dial your security code

FROM OUTSIDE THE COLLEGE

Dial in on 539-7071

Dial #
Dial your mailbox number
Dial your security code

TO LEAVE A MESSAGE FOR A CO-WORKER

Dial 7071
Dial *
Dial 52 Plus extension number

While inside your mailbox:
--Press 2 to record and send a message

NOTE: If you do not wish to listen to your co-workers entire greeting, you may press 2 at any time during the greeting to go directly to the tone or "Beep" to leave a message.

TO FORWARD YOUR PHONE TO VOICE MAIL

Lift handset
Dial forward code
#2 (all calls) plus ext.
#3 (busy/no answer) plus ext.
Listen for confirmation tone
Hang up

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PERSONAL GREETING

One of the principles of Caller Care is to provide the Caller with Maximum Information and Minimum explanation. Therefore, personal greetings should be informative, brief and as current as possible. Your personal greeting should be changed when you will be away from your phone for extended periods. Your personal greeting should contain the following information:

- Your name
- Availability
- Option to leave "detailed message"
- Option to dial for immediate assistance
- Promise to respond quickly

SAMPLE GREETING

Hello. This is John Doe. I'm not at my desk right now to answer your call, but please leave your name, phone number, and any message you may have and I'll return your call as soon as possible. For immediate assistance you can dial "0" for an operator.

Hello. This is John Doe. I'm away from my desk right now. Please leave a message at the tone, and I will get back to you as soon as I can. If you need immediate assistance you can dial "0" for an operator.

Hello. This is Jane Doe. I will be in and out of the office today, but please leave me a message and I will return your call

- as soon as possible
- by 5:00 O'clock
- tomorrow morning

For immediate assistance you can dial "0" for an operator.

Hello. This is John Doe. I'm out of town this week. I'll be checking my mailbox periodically, so please feel free to leave me a message. If you're calling about an urgent matter, you can dial "0" for immediate assistance.

Hello. This is John Doe. I'll be out of the office until Friday, but if you leave your name, number, and a message, I'll return your call when I get back. If you need immediate assistance, you can dial "0" for an operator.