Fujitsu Voicemail User Guide

Santa Fe

505-827-4288

Voicemail Access Number: 505-827-4288

New Mailbox Set-up

- Call the voice mail system.
- Enter the default security code – **0000 (4 zeros)**

Follow the system prompts; it will ask you to enter a new
- **Security Code -** (between 4 and 15 digits)
- **Mailbox Name** - (record only your first and last name)
- **Mailbox Greeting -** (make it brief and informative)

Exit voicemail properly
Press * several times to exit the system.

Doing this helps the voicemail system disconnect from the line, freeing the line more quickly for the next person.

ACCESSING VOICE MAIL

- **From your desk**
  Call the Voicemail System @ 7-4288.

  When the system answers, enter your security code.

- **From another desk in the office**
  Call the Voicemail System @ 7-4288.

  When the system answers, press * then **#** enter your mailbox number then enter your security code.

- **From outside the office**
  Call the Voicemail System @ 827-4288.

  When the system answers, press **#** and enter your mailbox number then enter your security code.

Quick Message

- Call the Voicemail system @ **7-4288**.

- When the system answers press *** 9**
- Enter the 5 digit extension number of the person you want to leave a message for, followed by the **#** sign.
- Record your message, press **2** to end recording and **5** to send.
- Hang up

Sample Greetings:

<u>In the Office</u>

"Hi this is (name) with (agency). Today is (date); I am in the office. **To skip this greeting and leave a message, press *.** Please leave your name, number and detailed message at the tone and I will return your call as soon as possible. If you need immediate assistance, please press 0, thank you."

<u>Out of the Office</u>

"Hi, this is (name) with (agency). Today is (date); I will be out of the office at a seminar and will be returning on (date). Please leave your name, number and message and I will return your call as soon as I return. If you need immediate assistance, please press 0, thank you."

Record your standard greeting daily
Keep your callers informed; your greeting should include your full name and agency name, record the current day and calendar date. **Let your callers know they can skip the greeting by pressing 2.** Let your callers know when you'll return their call and how long you will be out of the office. Also include information that will instruct callers on how to reach a co-worker or operator for immediate assistance when you are out of the office. Your greeting represents you and your agency to the callers.

The AVsT voicemail system doesn't save messages indefinitely
Messages (new or saved) will be automatically deleted after they have been stored in your mailbox for a set period of 20 calendar days. You will be notified when you first log into you voicemail box if any message are scheduled for automatic deletion.

Press # for help at anytime
After you press #, the system replays all of the options available to you for the feature you are currently using.

*Press * to cancel the current feature*
When you press *, the system stops what it is currently doing and plays the previous voice menu options. **Use the star key to move quickly from one function to another.**

Helpful Information, Tips & More!

Advantages to Voice Mail

☎ Voicemail can speed communications by getting messages through, even when there are time zone differences. The voice mail message can be sent immediately, and the receiver can listen to it when he or she arrives at work the following morning.

☎ Voicemail can make office workers more productive by eliminating repeated telephone calls when the individual caller is not available.

☎ Voicemail can cut down on extraneous conversation. A voice message averages 30 seconds to a minute.

☎ Voicemail can provide the frequent traveler with the ability to communicate with the office at any time.

☎ Voicemail can cut down on internal memorandums.

Note: DoIT offers a free feature where a copy of your voicemail messages will be forwarded to your email as a WAV file attachment. This is very useful especially if you get your email on your cell phone. Just put in an Easy Vista ticket to have your voicemail messages sent to your email.

REMEMBER---Don't Abuse This Helpful Tool

☑ Change your message every night before going home

☑ Your greeting should be current, informative, brief and clear

☑ Let your callers know you are away from your telephone for a prolonged **period of time such as; meetings, appointments, travel and vacation.**

☑ Check your voice messages when you return and every hour or two.

☑ Answer your telephone when you're at your desk. Having voicemail is **never** a reason not to answer your telephone.

QUICK REFERENCE GUIDE

Accessing your Messages

- Press **1** to **listen to new** unread and recently read messages
- Press **5** to **listen to saved** messages
- Press **7** to **recover deleted** messages

While Listening to a Message

- Press **1** to **pause**
- Press **1** again to **continue**
- Press **2** to **forward** message
- Press **3** to **back up** 5 seconds
- Press **4** to **delete** message
- Press **5** to **save** message
- Press **6** to **listen to message again** from beginning
- Press **7** to **skip** to the next message
- Press **8** to **reply** to a message
- Press **9** to **advance through the message** in 5-second increments

Managing Your Mailbox

- Press **3** for **PhoneManager**
- Press **1** for **Personal Options**

- Press **3** to access the option to **record a personal greeting**
    - Press **2** to **record a normal greeting**
        - Press **2** to **begin recording your greeting**
        - Press **2** again to **stop recording**
    - Press **3** to **record an out of office greeting**
        - Press **2** to **begin recording your greeting**
        - Press **2** again to **stop recording**
    - Press **4** to **delete your greeting**
    - Press **5** to **save your greeting**
    - Press **6** to **review your greeting**

- **Customize Your Mailbox**
    - Press **3** for **PhoneManager**
    - Press **1** for **Personal Options**
    - Press **4** to **change your security code**
    - Press **5** to **record your name**