






Octel Voicemail System
Albuquerque

505-841-4050

INFORMATION SYSTEMS DIVISION
OFFICE OF COMMUNICATIONS

HELPFUL INFORMATION, TIPS & MORE!
Voicemail Processing Systems

Advantages to Voicemail

-  Voice mail 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.
-  Voice mail can make office workers more productive by eliminating repeated telephone calls when the individual caller is not available.
-  Voice mail can cut down on extraneous conversation. A voice message averages 30 seconds to a minute.
-  Voice mail can provide the frequent traveler with the ability to communicate with the office at any time.
-  Voice mail can cut down on internal memorandums.

System Access Numbers:

Location

Telephone Number

Albuquerque

841-4050

Security Codes

“Please enter your security code,”

The default security code is **1537** for all voicemail systems with the exception of the new AVT voicemail system in Santa Fe.

New Mailbox Set-up

Security Code 16/2

Call the voice mail system.

When the system answers press **#** and your

4-digit extension number (**5 digit extension number –**

Albuquerque System)

Enter the default security code - **1537**

Enter your **new security code**

Press **#**

Re-enter your **new security code**

Press **#**

Mailbox Name Dial 16

Press **1** to begin recording

Speak your **first** and **last** name

Press **#**

Press **#** to save your recorded name or

Press **1** to re-record

Mailbox Greeting Dial 4

Press **1** to begin recording

Record your personal greeting

Press **#**

Press **#** to save your personal greeting or

Press **1** to re-record

Press **9** to exit your mailbox

Press **9** to exit the voicemail system

Activation of Voice Mail

Note: Lift handset and listen for dial tone, press ***31 and the 4 or 5 digit extension number you of the voicemail system**, (example: *3114050 – Albuquerque Voicemail System) listen for 3 confirmation tones, then hang up.

Existing Mailbox Set-up

The default security code is **1537** for all voicemail systems with the exception of the new AVT voicemail system in Santa Fe.

Security Code

Call the voice mail system.

When the system answers press **#** and your last

4-digit extension number (**5 digit in Albuquerque**)

Enter the default security code - **1537**

Enter your **new security code**

Press **#**

Re-enter your **new security code**

Press **#**

Mailbox Name (customize mailbox)

Press **1 6 8** to begin recording

Speak your **first** and **last** name

Press **#**

Mailbox Greeting

Press **4 6** to begin recording

Record your personal greeting

Press **#**

Press **9** to exit your mailbox

Press **9** to exit the voicemail system

ACCESSING VOICE MAIL

- **(From your desk)**
Call the VMX System.
When the system answers, press # enter your security code.
- **(From another desk in the office)**
Call the VMX System.
When the system answers, press # enter your mailbox number.... enter your security code.
- **(From outside the office)**
Call the VMX System.
When the system answers, press # enter your mailbox number.....enter your security code.

QUICK MESSAGE

- Call the VMX System.
- When the system answers press *
- Enter recipient's address in other words (extension number)
- Record your message, press #
- Hang up

Using Voice Mail *Effectively*

ELEMENTS OF A GOOD GREETING

- ✓ Update your personal greeting daily
- ✓ Record your full name and agency name
- ✓ Record the current day and calendar date
- ✓ Let your callers know they can skip the greeting by pressing *
- ✓ In your greeting, let callers know when you'll return their call and how long you will be out of the office
- ✓ Include information that will instruct callers on how to reach a co-worker or operator for immediate assistance if you'll be out of the office

SAMPLE GREETINGS

In the Office

“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.”

Out of the Office

“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.”

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. Your greeting represents you and your agency to the callers.
- ❑ Make sure an operator or receptionist answers the line during standard business hours.
- ❑ Check your voice messages when you return and every hour or two.
- ❑ Answer your telephone when you're at your desk. Having voice mail is **never** a reason not to answer your telephone.

Other Helpful Tips

Use the voice mail system to send, forward and respond to message from others in your organization.

Learn how to transfer callers into someone else's mailbox.

When requesting information, leave your name, full address, telephone and fax number.

VOICE MAIL QUICK REFERENCE GUIDE

❖ Listening

❖ *While listening to a message, you may;*

- ❖ Press **2** to **back-up** 12 seconds
- ❖ Press **22** to **back-up** to the beginning
- ❖ Press **3** to **erase/delete** a message
- ❖ Press **5** to **listen** or **scroll** to next message
- ❖ Press **7** to **save** a message
- ❖ Press **8** for **time** and **date** message received
- ❖ Press **13** to **forward** the message
- ❖ Press **14** to **immediately call** the sender of a message
- ❖ Press **17** to **reply** to the message
- ❖ Press ***** to **pause** or **resume**

❖ Messaging

❖ *To record & send a message;*

- ❖ Press **6** and record your message, then specify addressing options (you may enter up to 10 extension numbers).

❖ *While recording a message, you may;*

- ❖ Press **3** to **erase & re-record**
- ❖ Press **22** to **listen to your recording** (before you press # key)
- ❖ Press **#** to **end recording**
- ❖ Press ***** to **cancel address**

❖ *Before sending your recorded message, you may;*

- ❖ Press **1** for **return receipt**
- ❖ Press **4** to **mark private**
- ❖ Press **5** for **future delivery**
- ❖ Press **6** for **urgent delivery**
- ❖ Press ****** to **erase**
- ❖ Press **#** to **send message**

❖ Managing

❖ *To access your greeting;*

- ❖ Press **45** to **listen to your current greeting**
- ❖ Press **46** to **record a new greeting**
- ❖ Press **47** to **record an extended absence greeting**
- ❖ Press **#** to **exit your greeting**

❖ *To customize your mailbox;*

- ❖ Press **162** to **change security code**
- ❖ Press **166** to create a **personal distribution list**
- ❖ Press **167** to listen to a **future delivery** message
- ❖ Press **168** to **record your name**