

## System Notes

<b>Log in attempts</b>	<ul style="list-style-type: none"> <li>▪ The system will automatically disable a mailbox after 4 consecutive invalid attempts to log in. Should this occur, contact ITS at 32001 to reinstate a disabled mailbox.</li> </ul>
<b>Mailbox Storage</b>	<ul style="list-style-type: none"> <li>▪ Each user has a maximum 20-minute storage capacity. Once the maximum has been reached, the system will continue to take messages, but your service will be limited to listening to and deleting messages.</li> </ul>
<b>Message Length</b>	<ul style="list-style-type: none"> <li>▪ The maximum length of a recorded message is 3 minutes.</li> </ul>
<b>Message Waiting Indication</b>	<ul style="list-style-type: none"> <li>▪ There are two types of message waiting indicators; the message waiting key on your telephone set, or in some cases, an audible indication. The audible indication is an interrupted dial tone (similar to a busy tone), that can be heard by lifting the handset. To change the type of message waiting indicator, please contact your ITAdmin Rep.</li> </ul>
<b>Lost or Forgotten Passwords</b>	<ul style="list-style-type: none"> <li>▪ A user who loses or forgets their password can contact ITS at 32001. Identification may be required.</li> </ul>
<b>Gaining Access to an Employee's mailbox</b>	<ul style="list-style-type: none"> <li>▪ In the event of an unexpected absence, the ITAdmin Rep can contact ITS at 32001 to request access to a user's mailbox. As this will require the assigning of a new password, the employee will be aware that their mailbox has been accessed.</li> </ul>
<b>Standard Programming Configuration</b>	<ul style="list-style-type: none"> <li>▪ The standard configuration of most telephones with voice mail is:</li> <li>▪ All unanswered calls will receive voice mail after 4 rings</li> <li>▪ All calls to a busy extension from on-campus will receive a busy signal, allowing the caller to use the ring again feature, or express messaging</li> <li>▪ All calls to a busy extension from off-campus will receive voice mail</li> </ul>
<b>Sample Greetings</b>	<ul style="list-style-type: none"> <li>▪ Sample 1: <ul style="list-style-type: none"> <li>▪ This is [name]. I am in the office but unavailable to take your call at the moment. Please leave your name, number and a detailed message after the tone and I will return your call as soon as possible. If your call is urgent, or you need assistance, press 0 now. Thank you.</li> </ul> </li> <li>▪ Sample 2: <ul style="list-style-type: none"> <li>▪ For [day] [date]. You have reached voice mail for [name]. I am out of the office at the moment but will be calling in for my messages. Please leave your name, telephone number and a detailed message and I will return your call as soon as possible. If you need to speak to someone immediately, press 0.</li> </ul> </li> <li>▪ Sample 3: <ul style="list-style-type: none"> <li>▪ You have reached voice mail for [name]. I will be away from the office until [date]. For immediate assistance press 0 plus extension [xxxxx] to reach my replacement [name]. Thank you for calling.</li> </ul> </li> <li>▪ Sample 4: <ul style="list-style-type: none"> <li>▪ This is [name]. I will not be in the office until [date]. Please press 0 plus extension [xxxxx] to reach my replacement [name]. If you wish to wait for my return, please leave your name, telephone number and a detailed message at the tone. If you require immediate assistance, please press 0 to speak to someone in the department.</li> </ul> </li> </ul>