

InfoMail

Basic

Training

Guide



## Welcome to UCI InfoMail !

The order to add InfoMail to your telephone has been completed. To activate your mailbox you must call ext. **4- 5123**.

### HELPFUL HINTS

Right away...dial **4-8989** to open your mailbox. When the system asks for your password, enter your extension number followed by #. When asked for your mailbox number, enter your extension number followed by #.

Complete the tutorial: a brief welcome followed by instructions on getting started.

Record your own personal greeting. In your greeting be sure to tell callers to leave a detailed message including the area code and telephone number where they can be reached.

Remember to always exit InfoMail properly.... **DO NOT HANG UP**  
PRESS \*\*\* TO EXIT.

#### InfoMail Etiquette

- Return messages quickly
- Don't hide behind the system, answer calls whenever you are in.
- Keep your greeting updated.
- Check for messages throughout the day.

Thank you for using InfoMail. Please call the InfoMail help line on ext **4-2222** if you need assistance. Staff is available to meet with your department representative to discuss other Services that we offer. To make an appointment, please call ext. **4- 5123**.

Network & Academic Computing Services

## **COURSE PLAN**

The purpose of this document is to familiarize new users with the UCI InfoMail system. The following pages are designed to introduce subscribers to basic InfoMail features.

## **OUTLINE**

How to Enter  
How to Record Greeting  
How to Listen to Messages  
How to Send  
How to Program an Attendant  
Miscellaneous Information & Tips  
Telephone Features & Common Terms  
Flow Chart

## HOW DO I BEGIN ???

### TO ENTER THE INFOMAIL SYSTEM

From on-campus dial **4-8989**. From off-campus dial **(949) 824-8989**.

When accessing InfoMail from a multi-line telephone you may press the InfoMail button if the light is blinking indicating a message is waiting.

If your message waiting light is not blinking, you **must** dial **4-8989**.

If you have a single line phone, your dial tone will be broken to indicate a message is waiting. Message waiting dial tone does **NOT** prevent you from placing a call or using your phone in any manner.

From **YOUR** telephone enter your **PASSWORD** (your 5 digit extension), then press #.

If you are calling from a telephone number other than your own extension, you must also enter your Mailbox Number (your 5-digit telephone extension) then press #.

When calling from off-campus, you must enter your Password and Mailbox Number.

Upon entering the system for the first time, your password initially is equal to your 5-digit extension number! Listen to the tutorial. To initialize your mailbox you will be prompted to record your spoken name (this is not your greeting!) You are now ready to begin using InfoMail!

### HOW TO EXIT

To exit properly from your mailbox press the \* key until you hear the InfoMail system say "Good-bye".

Press \*\*\* to exit from the main menu

Press \*\*\*\* to exit from the sub-menus

Press \*\*\*\*\* to exit from sub-menu options

# GREETINGS

REGULAR, ALTERNATE, AND STANDARD are the three different greetings callers may hear when they reach your mailbox.

Your REGULAR greeting is information you record to let callers know why you are unable to answer your phone.

Your ALTERNATE greeting allows you to leave special instructions for your callers, for example when you are on vacation or out of the office. When the instructions are no longer needed you can reactivate your REGULAR greeting.

You can change both your REGULAR and ALTERNATE greetings at any time. Recording an ALTERNATE greeting does not change your REGULAR greeting.

The STANDARD greeting plays your name and then says "----is not available. Please leave your message after the tone".

## HOW TO REVIEW AND/OR CHANGE YOUR GREETING

### Dial InfoMail

Enter password then press #.

(If calling from an extension other than your own, enter your mailbox number, then press #).

The system will place you at the Main Menu.

Press **0** for more options.

Press **4** at the main menu for greetings.

Press **2** for the greeting menu.

You will hear your current greeting played to you by the system.

To continue to play current greeting Press # or, to change:

Press **1** to leave a regular greeting or

Press **2** to leave an alternate greeting.

Press **3** to leave a standard greeting.

Press **5** and begin recording after the tone, when finished press #.

You will hear the greeting played back to you. If the greeting is okay press #

or to re-record press \*. To exit InfoMail, press \*\*\*.

### SAMPLE GREETING:

"Hello, this is (your name). I'm sorry I am unable to take your call. Please leave me a detailed message including your name and number, I will return your call.

\* If you wish to speak to my assistant, please press **0**, then **3** now."

\* **Note:** Attendant must be pre-programmed before instructing callers to press **0**, then **3**. See instructions on page 7.

## HOW TO LISTEN TO MESSAGES

### Dial InfoMail

Enter password then press #.

(If calling from a telephone other than your own, enter mailbox number, then press #).

The system will place you at the Main Menu.

To review your messages - Press **1**

To scan your messages - Press **11**

To send a message - Press **2**

To hear more options - Press **0**

**Note:** During scan, press **1** to hear the entire message.

While reviewing messages you must ERASE or SAVE the current message in order to advance to the next message.

Press **2** to ERASE

Press **3** to SAVE

Each message comes with an “Envelope” which includes the sender’s name, delivery time and date, and the type of message if the message is urgent or private.

InfoMail always plays the envelope of a message before the message itself.

Playback Controls are helpful while listening to messages.

Press **4** to repeat the message

Press **6** to repeat envelope information

Press **7** to back up 10 seconds

Press **9** to jump ahead 10 seconds

Press **8** to pause for 20 seconds

Press **77** to back up to start of the message

Press **99** to jump to the end of the message

Press **#** to skip to the next message

Press **##** to skip to the next message basket

Press **\*\*\*** to back out of listening to already erased messages and exit InfoMail.

**Note:** The system purges messages automatically as follows:

Messages that you have listened to and saved are stored for 35 days.

Messages not yet listened to are discarded 60 days after receipt.

## HOW MESSAGES ARE DEPOSITED IN MAILBOXES

There are four types of messages your mailbox can hold.  
Messages will be played in the following order:

1. Urgent New Messages
2. New Messages
3. Saved Messages
4. Erased Messages (held until end of current session).

**CALL ANSWERING:** Call answering occurs when someone attempts to call you and you are unable to answer the phone or your phone is busy. The caller will be diverted to your voice mailbox (if that is your “preset” diversion point). The caller will hear your Personal greeting inviting him/her to leave a message after the tone.

**CALL MESSAGING** (subscriber to subscriber): When face-to-face contact is not necessary to accomplish a task or to relay information, you, as a subscriber, can send a message to another subscriber’s mailbox.

## HOW TO SEND A MESSAGE

Dial InfoMail

Enter password, then press #.

(If calling from an extension other than your own, enter your mailbox number, then press #).

The system will place you at the Main Menu.

TO SEND A MESSAGE PRESS **2**

Dial a mailbox number (ext number) for each recipient or group number, then press #.  
InfoMail will play the recipient’s name or mailbox number for confirmation.

Dial the next mailbox number, or press # if there are no more addresses.

To record a message, press **5** and begin recording after the tone. Press # to send your message or press \* to erase your message and re-record.

To hear delivery and editing options, press **0**.

To exit InfoMail, press \*\*\*.

## HOW TO PROGRAM YOUR ATTENDANT

Your callers can request a transfer to a live attendant (another extension) instead of leaving a message in your mailbox. To program an attendant:

Dial InfoMail.

Enter Password, then press #.

(If calling from an extension other than your own, enter your mailbox number then press #)

The system will place you at the Main Menu.

Press **0** for more options.

Press **4** at the main menu for greetings.

Press **3** at the greeting menu to select attendant.

To assign an attendant, dial the telephone number and press # or

To continue to direct callers to previously assigned attendant, press #.

To exit InfoMail, press \*\*\*.

\* Remember to change your greeting to instruct the caller to press 0, then 3 to reach your attendant.

## CANCELING YOUR ATTENDANT

To cancel an attendant after you have programmed one:

Please **remember** to change your greeting. Callers should not be instructed to press 0 then 3 to transfer to your attendant. If they do so, they will only reroute back to the beginning of your greeting.

Press **0** for more options.

Press **4** at the Main Menu for greetings.

Press **3** to select an attendant.

Enter your own extension number followed by #

InfoMail will repeat your number for confirmation

To exit InfoMail press \*\*\*.

## TRANSFER OPTIONS

When you call other subscribers and hear their greeting, you may leave a message after the tone, or access Transfer Options to transfer to another destination.

To access transfer options, press **0** when you hear the greeting of the person you have called. You will be able to do the following:

Press **1** to transfer to your own mailbox, enter your own Password and mailbox number. Here you can access regular InfoMail features available to you, e.g., listen to or send messages, change password or greeting, etc.

Press **2** to transfer to another extension.

Press **3** to transfer to an attendant that has been previously programmed by the person you are calling.

## GROUPS

Groups are lists of other subscribers that you may need to send messages to regularly. Set your group up once, then send a message to all members of the group with a single keypress.

Press **5** at the main menu to enter groups.

Refer to the flow chart and follow voice instructions.

## NON-DELIVERY NOTIFICATION

If you send a message using this delivery option, InfoMail will check the recipient's mailbox 24 hours after your message is delivered. If the mailbox has not been opened, a non-delivery notice will be left in your mailbox. Your message will remain in the recipient's mailbox.

## HELPFUL TIPS

To skip over a greeting and get right to the tone to begin to leave a message, press **5**.

To stamp a message urgent press **4#** at the end of your message.

*Note:* Anytime you make a mistake entering digits, you may press the \* key to cancel your last entry (e.g. entry of wrong password).

# TELEPHONE FEATURES USED IN CONJUNCTION WITH INFOMAIL

## CALL DIVERSION

If “Preset” diversion is InfoMail, press \*2# to divert ALL CALLS or press your Call Divert button. To cancel press #2#.

If “preset” diversion is an extension other than InfoMail, press \*2\*4- 8989 # (follow me) to divert all calls. To cancel press #2#.

**Remember**.....The telephone system can divert calls to the “preset” diversion point for the following conditions:

	<u>TO ACTIVATE</u>	<u>TO CANCEL</u>
NO ANSWER	*21#	#21#
BUSY	*22#	#22#
ALL CALLS	*2#	#2#
FOLLOW ME	*2* 4-8989#	#2#

## COMMON TERMS

A Subscriber or User is any person who has a mailbox.

A Mailbox is a storage space in the InfoMail system where a subscriber’s messages are sent to be stored in and retrieved from.

A Mailbox Number is your extension number associated with your new voice mailbox. When sending a message, you would address it to the recipient’s mailbox number.

A Password is an additional 6-13 digit personal code, which a subscriber creates when initiating his/her mailbox. We recommend you change your password every 60 days to prevent hackers from accessing the UCI InfoMail system.

An Attendant is an extension that you program to give callers the option to transfer to a live person rather than leave a message in your mailbox.