STATE
OF
INDIANA

CENTIGRAM

VOICE MAIL

State of Indiana - Voice Mail Protocol

*   Record a new and informative message each morning.

This insures callers of your whereabouts and plans for the day. We suggest that your message reflect when, throughout the day, you plan on being in your office. It is always a good idea to put the date in your greeting.

*   Do not use voice mail as a screening device.

The state is not offering voice mail as a screening device. Each individual is responsible for making certain that his/her calls are answered quickly and appropriately.

*   Be certain to mention the operator escape option in your recording.

An operator escape must be set up for your mailbox, include this information in your recording. (e.g. at the end of your message state, "if your call is of an urgent nature or if you would like to speak with an individual, please dial zero now".)

*   Do not provide operator escape to a line with a mailbox or to a line that is not staffed.

When callers choose to use the operator escape function, they are expecting to reach a person. If the caller then receives another mailbox or an unanswered phone, they are likely to become frustrated and possibly angry. Since this is not an effective use of voice mail, this will not be allowed.

*   Regularly check for messages.

Upon returning to your office or after an extended phone call, always remember to check your mailbox for messages. If you have a business set you will receive visual indication. If you do not have a business set you are required to go off-hook and listen for a stutter-dial tone.

*   Return messages promptly.

It is the user's responsibility to promptly return messages. In most instances, a 24-hour message return policy is appropriate.

*   Password protect your mailbox.

When you set-up your mailbox, make certain that you change the default password. This password is confidential and prevents other users from accessing your messages or seizing control of your mailbox.

VOICEMAIL OPTIONS

<u>**User Options:**</u> **[8]**

[P] or **[7]** to change your **passcode** (4-10 digits)
[G] or **[4]** to change **greetings**
[N] or **[6]** to change your **name**
[C] or **[2]** to change **call schedule** options
[T] or **[8]** to activate the **tutorial**
[L] or **[5]** to create or modify a **distribution list**
[X] or **[9]** to **exit** the voicemail system
or to **send**

<u>**Messaging Options:**</u> The following individual options do not come under a main menu. With the exception of the **make** option all of these choices are listed after you play a message.

[P] or **[7]** to **play** a message
[K] or **[5]** to **keep** a message
[D] or **[3]** to **discard** a message
[*] **OOPS** key - retrieves a deleted message. To retrieve the message successfully, you must press the **[*]** key immediately after deleting the message and before pressing any other key or exiting the voicemail system.
[G] or **[4]** to **give** a copy of a message to another user
[M] or **[6]** to **make** a message for another user
[A] or **[2]** to **answer** a message from a user

<u>**Shortcuts in Centigram**</u>:

[#] to move forward five seconds in the message
[*] to move backwards five seconds in the message
[1] to pause for 30 seconds
[*] to resume playing the message
[8][*] skip backwards one message
[8][#] skip forward one message

ACCESSING YOUR MAILBOX

To access your voice mailbox from **your own telephone**:

    Dial `3-7000` then enter your passcode.

For the easiest access to your mailbox from **ANY OTHER** phone:

    Dial your own phone number and when your greeting begins to play press the
    `[*]` key. This lets the voice mail system know that the owner of the mailbox is
    calling in. It will then ask you to enter your passcode.

To access your voice mailbox from **another phone within the Centrex** system:

    From a phone that **has a voice mailbox** on it:

        Dial `3-7000 [*]` then enter (`317-23x-xxxx`) `[*]` and then your passcode.
          The number in parentheses is your 10-digit telephone number.

    From a phone that **does not have a voice mailbox** on it:

        Dial `3-7000` then enter (`317-23x-xxxx`) `[*]` and then your passcode.
          The number in parentheses is your 10-digit telephone number.

To access your voice mailbox from **outside the Centrex system** (from home, cell phone etc.):

    Dial `233-7000` then enter (`317-23x-xxxx`) `[*]` and then your passcode.
        The number in parentheses is your 10-digit telephone number.

SETTING UP YOUR MAILBOX

The tutorial helps new users set up their mailboxes. Every person dialing into voice mail for the first time will go through the tutorial. The tutorial prompts you to change your passcode, record your greeting and record your name to identify the mailbox.

To go through the tutorial you will follow these steps:

1. Dial the access number **3-7000**

2. Enter the passcode- if it's a new mailbox enter **1234567,** or if you're taking over a mailbox that someone had before you, enter the seven-digit phone number

3. Listen for the voice mail prompts

TO CHANGE YOUR PASSCODE

1. Dial access number **3-7000**

2. Enter your current passcode.

3. Press **[U]** or **[8]** for **user** options

4. Press **[P]** or **[7]** to select the **passcode** option

5. Enter in a new passcode (Your passcode can be 4-10 digits long)
   Do not hit **[#]** after entering in the new passcode.

6. The system will read your new passcode back to you.

7. Press **[X]** or **[9]** to **exit** the system.

MESSAGE Waiting Indicator

If you have a Meridian Business Set one of the keys will be set up as your Message Waiting Indicator (MWI) to let you know you have a message in your mailbox. When the MWI feature indicator ◄ is on, you can pick up your handset and press the MWI key, and it will dial in to the mailbox automatically. If the function indicator is not on and you want to dial in to the mailbox you must manually dial 3-7000. If you don't know which key has been designated as your indicator contact your agency coordinator.

If you have a single-line set you will not have a visual notification that you have voice mail waiting, instead you will hear a stutter dial tone when you pick up the handset. You can still use your phone to dial out even when you hear the stutter dial tone. When you dial a number the tone will disappear, but once you've completed your call it will return.

TO RECORD YOUR GREETING

1. Dial access number `3-7000`

2. Enter your passcode

3. Press **[U]** or **[8]** for **user** options

4. Press **[G]** or **[4]** to select the **greeting** option

5. Press **[R]** or **[7]** to **record** -- as soon as you are done recording press **[#]**. The [#] tells the system that you are finished recording.

6. If you

   ---like the greeting, press **[X]** or **[9]** to **exit** and save it

   ---don't like the greeting, press **[D]** or **[3]** to **delete** and rerecord it

7. Press **[X]** or **[9]** to **exit** the system

To Record Your Name

1. Dial access number `3-7000`

2. Enter your passcode

3. Press **[U]** or **[8]** for **user** options

4. Press **[N]** or **[6]** to select the **name** option

5. Press **[R]** or **[7]** to **record** -- as soon as you are done recording press **[#]**. The [#] tells the system that you are finished recording.

6. If you

   ---like the name, press **[X]** or **[9]** to **exit** and save it

   ---don't like name, press **[D]** or **[3]** to **delete** and rerecord it

7. Press **[X]** or **[9]** to **exit** the system

TO LISTEN TO A MESSAGE

1. Dial access number `3-7000`

2. Enter your passcode

3. If you have a new message, press `[P]` or `[7]` to **play** the message**.**

4. After listening, press

   `[A]` or `[2]` to **answer** the message

   `[K]` or `[5]` to **keep** the message

   `[D]` or `[3]` to **delete** the message

   `[G]` or `[4]` to **give** the message to another mailbox (with comments)

   `[P]` or `[7]` to **play** the message again

5. Press `[X]` or `[9]` to **exit** the system

TO ANSWER A MESSAGE FROM A USER

1. Dial access number `3-7000`

2. Enter your passcode

3. Press `[P]` or `[7]` to **play** your messages.
   After playing the message that you wish to answer

   Press `[A]` or `[2]` to **answer** the message

4. The system will then prompt you to record your reply

5. As soon as you are done recording press `[#]`.

   You may review your reply by pressing `[P]` or `[7]` to **play** your replay.

6. Press `[X]` or `[9]` to **exit** and send your reply

7. Press `[X]` or `[9]` to **exit** the system

8. At this point you will still need to delete or keep the original message as you have only answered the message and the original message is still in your mailbox.

TO MAKE A MESSAGE FOR A USER

1. Dial access number `3-7000`

2. Enter your passcode

3. Press `[M]` or `[6]` to **make** a message

4. Enter in the mailbox number of each person you wish to receive this message (the mailbox number is the person's 10-digit telephone number---317-23x-xxxx, 317-23x-xxxx, 317-23x-xxxx, etc.)

5. Press `[#]` after the last number, then record your message

6. Press `[#]` at the end of your message

7. Press `[X]` or `[9]` to send your message,
    or press `[M]` or `[6]` to access message addressing options (see below)

8. Press `[X]` or `[9]` to **exit** the system

TO ADDRESS A MESSAGE

After recording a message:

1. Press `[M]` or `[6]` to access message addressing options

2. Press `[U]` or `[8]` to mark **urgent**

    Press `[C]` or `[2]` to mark **confidential**

    Press `[R]` or `[7]` to request **return receipt**

    Press `[F]` or `[3]` for **future delivery**

3. Press `[X]` or `[9]` to send message and **exit** to the main menu

TO GIVE A COPY OF A MESSAGE TO A USER

1. Dial access number **3-7000**

2. Enter your passcode

3. Press **[P]** or **[7]** to play your messages
   After listening to the message that you wish to give a copy of.

      Press **[G]** or **[4]** to give a copy of the message

4. The system will then ask you for the mailbox number of the person you want to give the message to. Enter in the 10-digit telephone number of the person.
   Important—you must use all 10 digits of the person's number, i.e. (317-23x-xxxx)

5. The system will then come back and ask you to record some comments.
   You must record comments in front of the message or the message will not be sent.

6. Press **[#]** when finished recording your comments

7. You may review your comments by pressing **[P]** or **[7]**

TO SET UP A DISTRIBUTION LIST

1. Dial access number **3-7000**

2. Enter your passcode

3. Press **[U]** or **[8]** for **user** options

4. Press **[L]** or **[5]** for distribution **lists**

5. Enter a distribution list number (There can be up to nine different distribution lists. Use two-digit numbers, i.e., (01, 02, 03 …thru 09).

6. You may record a name for the list by pressing **[M]** or **[6]**. If you don't want to give it a name don't press any keys and it will default to the list number.

7. Press **[A]** or **[2]** to **add** a new member or press **[D]** or **[3]** to **delete** a member.

8. Enter the telephone number of the person you wish to add or drop. You must use all 10 digits (317-23x-xxxx). Do this for each person you want added to or deleted from this list.

9. When you have entered everyone you want on the list, press **[X]** or **[9]** to **exit** and save the list.

TO MAKE A MESSAGE
AND SEND IT TO A DISTRIBUTION LIST

1. Dial access number `3-7000`

2. Enter your passcode

3. Press `[M]` or `[6]` to **make** a message

4. Enter in the 2-digit number of the list to which you want the message sent, i.e. 01, 02, 03

5. Record your message and press the `[#]` when you are finished recording.

6. Press `[P]` or `[7]` to **play** and review your message

7. Press `[X]` or `[9]` to send your message

8. Press `[X]` or `[9]` to **exit** the system

OTHER HELPFUL HINTS

1. You can dial during a prompt

2. Press `[1]` to skip greeting and begin recording a message

3. Press `[#]` after recording your greeting and /or messages

4. You can press the Message Waiting Indicator (MWI) key to automatically dial into voice mail when the MWI feature indicator ◄ is on.

5. You can press `[*]` after deleting a message that you want to retain (this is the **Oops** key)

6. If you will be out of the office and want your phone to ring directly to voice mail you can **call forward** your phone. To do this dial `106` and then dial `3-7000`. To remove the forwarding dial `107`.

7. If an error is made when entering the passcode, it must be entered in twice correctly before the system will take it -- this is a security measure.

8. If you dial in to the system and get a ring no answer or a busy signal please hang up and redial. This usually means that the system is busy and that there are no ports available at that time. You should get through on the second dial-in.

Repair/Assistance

Please call the IOT Helpdesk at **234-4357** and press **[2]** for the Telecomm Helpdesk. You may also email the helpdesk at **IOTTelecomm@iot.in.gov** for assistance with voice mail issues.

VOICE MAIL GREETINGS

1. Identify yourself—don't assume the caller will recognize your voice.
2. Be brief and to the point.
3. Provide information that will assist your caller (I'll be in meetings until 2:00 pm, I'll be out of the town, etc.
4. Remember to change your greeting daily.

SAMPLE GREETINGS

1. **If you are in the office**:

"Hello, this is (Name); today is (Day and Date). I'm either on my phone or away from my desk. If you'll leave your name, number and a detailed message after the tone, I'll return your call as soon as possible. If you need immediate assistance, press zero."

2. **If you are out of the office but will be checking for messages:**

"Hello, this is (Name); today is (Day and Date). I'm out of the office today but I will be checking for messages periodically. Please leave your name, number and a detailed message after the tone, and I'll return your call as soon as possible. If you need immediate assistance, please press zero."

3. **If you are out of the office and will not be checking for messages**:

"Hello, this is (Name); today is (Day and Date). I'm out of the office today and will be unable to check for messages. If you'll leave your name, number and a detailed message after the tone, I'll return your call on (Day and Date). If you need immediate assistance, please press zero."

4. **If you are in the office but in meetings**:

"Hello, this is (Name); today is (Day and Date). I'm in the office today, however I will be in meetings until (Time). If you'll leave your name and a detailed message after the tone, I'll return your call as soon as possible."

5. **If you are on vacation**:

"Hello, this is (Name). I will be out of the office from (Date) until (Date). If you need immediate assistance, please call (Name) at (Telephone Number). If you would like for me to contact you when I return, please leave your name, number and a detailed message after the tone and I'll return your call on (Day and Date).

VOICE MAIL TIPS

Listen to your messages and return messages within one business day.

Clean up your mailbox, delete messages frequently

Keep a record of your password in a secure place

When sending messages make them short and to the point. Think of them as a summary memo which must make its point clearly and briefly.

Record a greeting in your own voice. If you are using the default system greeting, no one will believe you take time to check and return messages.

Update your greeting daily. It's especially important to do this for vacation periods or extended absence.

Take care when recording your greetings. Always listen to your recordings after making them.

Report problems promptly to the IOT Helpdesk at **234-4357** and press **[2]** or e-mail them to **IOTTelecomm@iot.IN.gov**.

Centigram Voicemail Options - Features and Pricing

	Basic	**Standard**	**Enhanced**
Basic Feature Package*	Yes	Yes	Yes
Escape to Operator	Yes	Yes	Yes
Time and Date Stamp	Yes	Yes	Yes
Two-Way Messaging	Yes	Yes	Yes
Message Delivery Confirmation	Yes	Yes	Yes
Urgent Delivery	Yes	Yes	Yes
Private Delivery	Yes	Yes	Yes
Dial by Name	Yes	Yes	Yes
Future Delivery	Yes	Yes	Yes
Group Broadcasting	Yes	Yes	Yes
- Broadcast Lists	9	9	9
Personal Greeting	1 Min.	2 Min.	2 Min.
Message Length	3 Min.	4 Min.	5 Min.
Maximum Stored Messages	30	50	70
Retention Period (Played Msgs)	5	30	60
Retention Period (Unplayed Msgs)	14	30	60
Pager Notification	---	---	Yes
Guest Mailbox	---	---	Yes
MONTHLY COST	**$2.91**	**$3.14**	**$3.60**
INSTALLATION COST	**$5.00**	**$5.00**	**$5.00**

Voice Mail System Information

Currently there are over 8,000 voice mail users on the State's voicemail system. There are only a certain number of lines on the system to handle this traffic and everyone shares those same lines. When you dial in to the system to either get your messages or change your greeting you are using one of those lines. They are very busy during the course of a day. Peak times of usage on this system are 10:00 am. and 2:00 pm. During these times you may encounter two different scenarios. The first being that you've dialed 3-7000 to check your mailbox and received a ring, but no answer. The second being you've dialed 3-7000 to check your mailbox and gotten a busy signal. In both cases you should hang up and redial. You should be able to get through. Keep in mind the system is not broken just busy.

The system administrator does monitor the usage on the system and adds lines to help with traffic flow when needed.

Please be aware of the limitations of the system.   IOT thanks you for your patience.