

Voice Mail Tips and Reminders for Campus Closures

Campus Closures may either occur on a scheduled basis such as a Winter Break or unscheduled and suddenly, for example as a result of a power outage. In these situations callers to your department may have no knowledge why your phone is not being answered unless an appropriate voice mail greeting is recorded before leaving. Re-recording the greeting is straightforward but since it is not frequently changed, many times it is not done or done incorrectly.

The following steps should serve as a quick reminder:

System Login

<input type="text" value="4"/> <input type="text" value="8"/> <input type="text" value="6"/> <input type="text" value="7"/> (4VMS)	Call the Voice Mail System
<input type="text" value="*"/>	If calling from a phone not associated to the mailbox
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Mailbox number
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Password

Record Greeting

<input type="text" value="4"/> <input type="text" value="3"/> <input type="text" value="1"/> <input type="text" value="2"/> <input type="text" value="1"/>	Administrative Options, Greetings, Personal Greeting, Personal, Away from Phone
Speak new greeting, press <input type="text" value="#"/> when finished	<i>Example "You have reached the _____ department at Humboldt State University. The campus has been closed due to _____, however, we will be checking for messages. For information and updates on the closure you may contact the INFO hotline at 826-INFO (4636).</i>

(Used to disallow receipt of messages.
Will not overwrite the original greeting)

Record Extended Absence Greeting

<input type="text" value="4"/> <input type="text" value="3"/> <input type="text" value="2"/>	Administrative Options, Greetings, Extended Absence
Speak new greeting, press <input type="text" value="#"/> when finished	<i>Example "You have reached the _____ department at Humboldt State University. The campus has been closed due to _____, For information and updates on the closure you may contact the INFO hotline at 826-INFO (4636).</i>

Set Diversion and Test

<input type="text" value="*"/> <input type="text" value="2"/> <input type="text" value="#"/> Or <input type="text" value="DIVERT"/>	Set Diversion
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Verify - Call extension to test.

Before leaving your office check that electrical appliances are off or unplugged. This is especially important if the closure is due to a power outage; electronic equipment could be damaged by surges when power is restored. Also, appliances with heating elements or moving parts that are left turned on may create a safety hazard when power is restored and no one is around:

- Computers
- Portable Heaters
- Printers
- Fans
- Copy Machines
- Coffee Pots/Hot Plates