



Telephone Lines

Information Technology Services
Network/Voice Services

Items Pertaining to Your December 2011 Telephone Bill

- **Post-Holiday Reminder.....**

As everyone returns from the holiday break, departments should check to make sure their call center and main telephone number configurations are “back to normal” from the holidays. You may wish to remind individuals to check their voice messaging greeting, and for those who used the “shut-off” feature over the holidays remind them to make sure they have reactivated their voice mailbox.

- **Auto-Attendant Supplement to Live Answer**

Although the aspect of live answer of main/sub-departmental telephone numbers continues to be a priority, an auto attendant can provide supplemental support when lines are busy, during breaks, and after-hours.

When call answering staff are already taking calls or away from their desks, an auto attendant can provide callers options to other extensions, information mailboxes, to leave a voice mail message, or back to the original number for a retry. Auto attendants provide a means to provide after-hours callers with choices for specific information.

If you believe an auto attendant might be helpful in your departmental calling scenario, please contact us and we'd be happy to discuss the possibilities with you!

- **Use Voice Mail Log-Out to Avoid Delayed Messages**

Occasionally we receive reports of voice mail messages being received much later than when originally sent.

In every case that we are aware-of, the delay was due to the voice mailbox user failing to properly exit the voice mail system after a session. While many simply hang-up the telephone after a voice mail session, it is important to dial **9 to log out of a voice mail session. This will assure proper voice mail delivery and message waiting light activation/deactivation.



- **Use # to Hasten Connection for International Calls**

If you have an occasion to place international calls, you may find the connect time (time from end of dialing to call ringing) can be quite lengthy.

To reduce this time somewhat, press the # key after dialing the international telephone number. This signals the telecom system that no more digits will be dialed, and the call will be processed (international numbers can vary in the number of digits to be dialed).

- **It's warm outside now.....but.....**

Think about scheduling Meet-Me Conference Calls Instead of Traveling

Although our “winter” weather has been pretty mild, it’s only a matter of time before we have some cold, snowy weather with slippery roads. A great alternative to traveling to a meeting in these upcoming conditions is a meet-me conference call!

Meet-me conference bridges are available with capacities from 6 to 50 participants, using direct dial and toll free access. We have analog, digital, and analog cordless audio conference units (speakerphones) as well.

Scheduling/reserving a meet-me conference bridge is simple:

- +Email randal.hayes@uni.edu
- +Include requested MM conference date & time
- +The number of separate call-in participants
- + Identify whether toll free access is desired
- +If one leg of the MM conference is at UNI, note whether an audio conference unit loan-out is needed (Provide Room and Extension number)
- +Provide an account number (for passing-through toll free charges)
- +We will respond with access numbers, passcode, and instructions

Give it a try! It’s easy, it’s economical, and a real time saver!



- **Add-On Conferencing Feature**

Have you ever been on a call on your digital telephone when another call rang on your second line appearance, and upon answering it, wished you could be in conference with Lines 1 and 2? Well you can! Here are the simple instructions:

- +In conversation on Line Appearance 1; Call rings on Line Appearance 2.
- +Press *Hold* button; Line Appearance 1 is on hold.
- +Press Line Appearance 2 to answer call. Conferencing need is determined.
- +Press *Conf* button; places 2nd call on hold.
- +Press Line Appearance 1.
- +Press *Conf* button again.....Line Appearances 1 & 2 are conferenced with you!

- **Use Voice Mail or Email as a Personal Reminder for Office Items**

If you're like me, you often or occasionally have business-related thoughts or ideas off-hours, but then forget them when you get to the office.

One way to alleviate this problem is to use voice mail or email as a personal reminder tool. I often send myself a quick voice mail, whether from home on my land-line phone or when out-and-about using my cellphone, reminding myself of any number of office-related ideas or thoughts. It has really helped me to not-lose some pretty important information. And, of course, you can do the same with email.

- **Change/Information Requests**

Please email any account number changes, information on billing issues, or other questions, etc., to randal.hayes@uni.edu. Our staff will work with you to resolve any issues as quickly as possible.



Happy New Year!