TIPS FOR THE BUSY OFFICE

This newsletter provides telephone tips that would be primarily, but not exclusively, helpful in an office environment. If you have a problem situation with the telephone(s) in your area, call the Technology Department to see if we can find a resolution.

THREE-WAY CONFERENCE CALLS

Occasionally you may want to have three people, either on campus or off, on the line at the same time. This can be accomplished in four simple steps.

1. Dial the number, either on campus or off. Wait for your party to answer.
2. Hit the “Flash” key on your telephone. You will hear a dial tone.
3. Dial your second number and wait for your party to answer.
4. Hit the “Flash” key and both parties should be on the line.

The secret here is to be sure you have contact with your party before proceeding to the next step. Practice it on campus with a few co-workers in order to become comfortable with the process.

TRANSFER ME TO HIS/HER VOICEMAIL

“Transfer me to his/her voicemail; I want to leave a message.” Don’t you just hate hearing that when you’ve answer your bosses phone and are on his/her line? The usual response is to ask the caller to call back. NO! That’s not necessary. You can transfer the caller to the voice mailbox by, (again a few simple steps):

1. Press the “Transfer” key.
2. Press 7880 (that’s where voice mail lives)
3. Press * and your bosses extension

The caller will be dropped into your boss’s voice mailbox and can leave a message. You on the hand sound competent and professional. No more, “Can you call back?”

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LET’S DO IT NOW FOR LATER

Title confusing? Well our voice mail system offers you the ability to make a voice mail message and request that the message be delivered at a future time. For instance, on Friday afternoon you can make a message that will notify committee members of a scheduled meeting the following week and indicate the date and time you want it delivered to the recipients. This is a handy time management tool. The process is a little more complicated than the previously stated features, but it’s doable.

1. You would go into your voice mailbox. (You know, press 2).
2. Press the “M” or “6” key to make a message.
3. Enter the mailbox number(s) and/or distribution list number(s).
4. Record your message. Don’t hang up.
5. Press the “M” or “6” key.

Message Addressing Options
6. Press the “F” or “3” key for future delivery.

The system will walk you through the process of indicating date and time of delivery. Remember that once you’ve done a message like this, there is no way to call it back. So in some cases you may not want to do future delivery on all the committee meeting days and times for a semester since these dates and times can be mercurial throughout the semester.

OH! MY COMPUTER IS MESSED UP

Let’s say you’re working away and by some unexpected motion, you’ve hit a key and your whole document takes on a different look, the formats are askew and you feel you’re in deep stew. This happens. I’ve done it myself. Just don’t panic. Reboot your computer. I can’t tell you how cleansing it is to for your computer to reboot. Sometimes a total shutdown can be even better. So before the panic, before calling the help desk, and before shedding tears on your keyboard, try rebooting. The reboot resets the computer back to the time before the unexpected event.

FAX MACHINES

It’s possible that when you fax a document your fax machine may not transmit anything written in blue ink. If you experience this problem, photocopy the document and try sending it again.

More Great Truths

Families are like fudge…mostly sweet, with a few nuts.

Time may be a great healer, but it’s a lousy beautician.

Don’t sneeze when someone is cutting your hair.

Today’s mighty oak is just yesterday’s nut that held its ground.

It isn’t difficult to make a mountain out of a molehill, just add a little dirt.

Words are windows to the heart. Be careful.