Basic Phone Use

DELAWARE TECH

How do I make a call?

1. To call someone at Delaware Tech, dial the last 4 digits of their phone number.

2. To call someone outside of Delaware Tech, dial 9 and then dial the phone number.

3. To make a long-distance phone call, dial 9, then 1, and then the area code followed by the remainder of the phone number.
   Example: 9-1 (555) 123-4567

How do I set up my Voicemail?

Instructions

1. ***New users*** should call from your office phone to set up your new voicemail box.

2. There is a 3-minute tutorial and it is advised that you listen to the tutorial in its entirety. If you do not complete all the steps necessary, you will need to start over.

   a. Dial one of the numbers below. The number you dial will depend upon the campus where you work.

Campus	On-Campus #	Campus	On-Campus #
Georgetown/Owens	6800	Dover/Terry	1993
Stanton	3033	George/Wilmington	5303

   b. When prompted, enter the security code 654321. If you hear *"invalid security code"*, contact the help desk (x1700) for support with changing the name assigned to the phone.

   c. Follow the prompts, you will be asked to
      (1) Change your Security Code (Must be at least five digits)
      (2) Record your name and personal greeting

3. Returning users should call in to your campus voicemail box to make changes to your voicemail messages.

      (1) Use your existing security code to enter the system.
      (2) If you have forgotten your security code, call the help desk (x1700) for support.

Sample Voicemail Greetings

You will have an opportunity to set up your voicemail greetings. Here are two examples of voicemail greetings that model professionalism and warmth.

Sample standard voicemail greeting:

Hello, this is Jim Smith, administrative assistant in Delaware Tech's Terry campus business services office. I am currently away from my phone or speaking with someone on the other line. If you leave me a message that includes your name, telephone number and reason for calling, I will return your call as soon as possible.

Sample Voicemail Greetings *(Continued)*

Sample out of office voicemail greeting:

Hello, you have reached Jim Smith, administrative assistant in Delaware Tech's Terry campus business services office. I will be out of the office until Feb. 14. If you would like to leave a message, that includes your name, telephone number and reason for calling, I will call you back soon after I return. If you need immediate assistance, please contact my supervisor, Suzy Jones, at 302-857-XXXX. Thank you.

How do I check my Voicemail?

1. Dial one of the numbers below.

Campus	Voice Mail - On Campus	Voice Mail - Off Campus
Georgetown/Owens	6800	302-259-6800
Dover/Terry	1993	302-857-1993
Stanton	3033	302-453-3033
George/Wilmington	5303	302-571-5303

2. If you call from **your phone**, you will automatically be promted to enter your security code.

3. If you call from **off-campus** or from **another phone on-campus**, after you hear "You have reached Delaware Technical Community College", press the # key.
   a. You will be prompted to enter your mailbox number (last 4 of your office phone number) and then your security code.

Voicemail Menus

1. Your messages should begin to play automatically. If they do not, press "**1**" to Listen to New Messages
   a. While listening to new messages: Menu options
      4 = Erase message
      5 = Save message
      7 = Skip message
      * = Return to Main Menu
   b. From the Main Menu, you have other options
      1 = Listen to New Messages
      2 = Record & Send a Message
      3 = Phone Manager Functions
           - Change greeting & change password
      4 = Listen to Saved Message(s)
      7 = Retrieve Deleted Messages
      * = Quit (returns to Main Menu)
      ** = Disconnect/hang-up

Voicemail Etiquette

1. Unless you are on leave, voicemail messages are expected to be returned within 24 hours during the work week.
2. Delaware Technical Community College employees are expected to check their voicemail regularly and should not direct callers to reach out by email in lieu of leaving a voicemail.

How do I transfer calls?

There are times that you may need to transfer a call. When transferring a call, it is important to convey a high level of customer service and professionalism, and this can be done with a "warm transfer". This means that the original caller will be transferred along with information to prevent them from having to explain their reason for calling over and over. Here is an example of how you might conduct a warm transfer.

Transfer Button

Hold | Transfer | Speaker

Some models also include an "Answer" button

1. Sample Scenario: A student calls.
   a. First, collect information from the caller that includes their name and the reason for thier call.
   b. While on the phone, press the "**Transfer**" button and listen for a stutter dial tone.
   c. Dial the 4-digit extension of the individual to whom you wish to transfer the call.
      1. To announce the call for a warm transfer, remain on the line.
      2. When the individual answers, provide a brief overview of the rason that the caller has contacted the department.
      3. Hang up.
   d. If the individual to whome you are transfering is unavailable, press the "**Transfer**" button again and you will be able to speak to the caller once more:
      1. You can then attempt to transfer the caller to another individual.
      2. You can provide the caller with the phone numbers or emails to use for future contact.