

CAMPUS MESSENGER MAILBOX REGISTRATION FORM

Date: _____

T.U.G. Representative Signature: _____ Phone Number: _____

Department Name in full: _____

Speed #: _____ Fund ID: _____

Project/Grant #: _____ Signature of Principal Investigator: _____

Send package to: _____ Address: _____

Include email address for notification of completion and temp. password: _____

The Extension Mailbox - \$15.00 Installation Fee

Install voice mail on telephone number: _____ Mailbox Name: _____

Light the message waiting light on telephone number (*the # under the handset*): _____

Level of service required (*check one*):

System Greeting (*no monthly charge*) - Plays the recorded name of each personal mailbox and prompts the caller to press 1, 2, 3, etc., for a user's personal mailbox

Personal Greeting (*\$5.00 monthly*) - Plays a personal greeting up to one minute

Zero position telephone number (*# where callers are transferred when they press zero for help*): _____

Hours zero position is staffed: _____

Add diversion to voice mail (*voice mail will answer the call after 4 rings or on a busy signal*): Yes No

There is a \$15.00 installation fee per personal mailbox. If additional mailboxes are needed, attach a second page.

Personal Mailbox # 1 New Existing

Mailbox # (*existing mailboxes only*) _____

(*a number will assigned for new mailboxes*)

Mailbox Name: _____

Level of Service Required: (*check one*)

Basic (\$5 monthly) Enhanced (\$8 monthly)

Zero position phone number: _____

Hours zero position is staffed: _____

Personal Mailbox # 2 New Existing

Mailbox # (*existing mailboxes only*) _____

(*a number will assigned for new mailboxes*)

Mailbox Name: _____

Level of Service Required: (*check one*)

Basic (\$5 monthly) Enhanced (\$8 monthly)

Zero position phone number: _____

Hours zero position is staffed: _____

Personal Mailbox # 3 New Existing

Mailbox # (*existing mailboxes only*) _____

(*a number will assigned for new mailboxes*)

Mailbox Name: _____

Level of Service Required: (*check one*)

Basic (\$5 monthly) Enhanced (\$8 monthly)

Zero position phone number: _____

Hours zero position is staffed: _____

Personal Mailbox # 4 New Existing

Mailbox # (*existing mailboxes only*) _____

(*a number will assigned for new mailboxes*)

Mailbox Name: _____

Level of Service Required: (*check one*)

Basic (\$5 monthly) Enhanced (\$8 monthly)

Zero position phone number: _____

Hours zero position is staffed: _____

Form Last Revised
June 2002

PLEASE DESTROY
ALL OLD FORMS

Fax this form to 5-1798 or mail to:

Voice Processing Office

Telcom Trailer One, Box 7400

If you have any questions, please call 5-5700 and press 2.

For forms and information, visit our website:

<http://www.umass.edu/telecom>

For Office Use:

Email Package

CDiv UserID

350 Init/Date: _____

W.O. # _____

Init/Date: _____

INSTRUCTIONS FOR COMPLETING THE CAMPUS MESSENGER MAILBOX REGISTRATION FORM

A Campus Messenger mailbox links the personal voice mailboxes of up to nine people who share a single telephone line. The Campus Messenger mailbox greets the caller, prompts them to press 1, 2, 3, etc. for a user's personal voice mailbox, and transfers the call to the designated user's box. Callers then hear that user's personal greeting and are able to leave a message.

TOP SECTION (*must be completed*)

This section tells us who you are, where you are, and how we can get in touch with you. If this section is not completed, we CANNOT process your request.

T.U.G. Rep's Signature: T.U.G. Rep. is short for Telephone User Group Representative. If you do not know who your T.U.G. Rep. is, please call customer service at 545-2171.

Department Name in full: The name of the department to which the account belongs. Please do not use your department's acronym.

Speed #: & Fund ID: Include the speed number to be billed for fees and the associated Fund ID number. Please call our office if you would like to bill one account for installation charges and a different account for recurring charges.

Project/Grant #: this is required for GRANT ACCOUNTS only

Principle Investigator Signature: This signature is required for GRANT ACCOUNTS only.

Send package to: After processing your request, voice mail will mail a package that includes initialization and change information. Some T.U.G. Reps prefer that the package be sent to them so that they know when the order is complete; otherwise, the package can be sent directly to the user.

Email Notification: Including an email address provides a secure way for the voice mail department to notify the user of his/her temporary password for the mailbox so that they may initialize the mailbox immediately.

EXTENSION MAILBOX SECTION

Install voice mail on telephone number: The telephone number that is shared by up to nine users.

Mailbox name: This is the name associated with the mailbox. For example, it can be a person's name, a department or a room name.

Light the message waiting light on telephone number: The message waiting light is a button on a phone which blinks red to indicate that there are unheard messages in the voice mail box.

Level of service required:

System Greeting (no monthly charge) - Plays the recorded name of each personal mailbox and prompts the caller to press 1, 2, 3, etc., for a user's personal mailbox.

Personal Greeting (\$5.00 monthly) - Plays a personal greeting up to one minute.

Zero position and hours staffed: A zero position is NOT required. A zero position is a telephone number in your department which you can designate as an "operator". After a caller reaches a personal greeting, voice mail will prompt the caller to press zero for further assistance. The call will then be transferred to the specified number. Voice mail needs to know the hours the zero position number will be staffed so that callers will only be prompted for help during those hours.

Add diversion to voice mail (Yes/No): Selecting YES will enable voice mail to automatically answer calls after 4 rings or on a busy signal. Select NO if you prefer voice mail to answer only when you have activated a follow-me to 5-1000 on your phone.

PERSONAL MAILBOX SECTION

New or existing mailbox: If the personal user already has a voice mailbox, please check the existing box and list the 5 digit voice mailbox number so that we know not to create a new one.

Mailbox name: See previous section

Level of service: The level of service (either Basic or Enhanced) for a mailbox determines the features that are available for the user's mailbox. To compare, visit the following web address:

<http://www.umass.edu/telecom>

Zero position and hours staffed: See previous section.