

How to use the Voice Mail System Quick Change Form

Access the Voice mail System Quick Change Form at:

<http://forms.cit.nih.gov/adobe/procurement/VMQWKCHG.PDF>

There are six (6) types of changes you can request on a Quick Change Form.

You can request to modify or change up to five (5) mail boxes per request form

DO NOT use the Quick Change Form to request changes for voice mail MENUs. Contact your AO for voice mail changes related to MENUs.

Fill in the top portion of the Quick Change form COMPLETELY, (missing information could delay your request.)

- Date Submitted

- Contact Name and Contact Telephone Number: Print clearly or type in the name of the staff member who owns the mail box or the person who can answer questions about making the change being requested.

- Contact FAX Number: *The correct FAX number is very important.* Confirmation of all completed requests and instructions will be sent to the contact person via FAX.

- Organization and BAC (Billing Agency Code): Print clearly or type the acronym for your IC. If you do not know your BAC, contact your AO or your telecommunications representative.

Fill in the "TYPE" of change you are requesting:

Type 2 – RING CYCLE - The number of rings an incoming caller will hear before the call goes to a voice mail box. (Standard number of rings is 4) Request **type 2** and enter the number of rings desired in the **ring cycle column**.

Type 3 – RESET PASSWORD – Forgot your Password? Request **type 3** and be sure to fill in the top portion of the form completely. You will receive a FAX with a new temporary password and instructions. **Do not use type 3 to add a new staff member. Use type 4 to add a new staff member.**

Type 4 – ADD a NEW MAIL BOX – Use **type 4** to request a new mail box. (for example a new employee). Print clearly or type the 10-digit-number and the new staff member's name; include any other requests related to the new service, (for example ring cycle).

Type 6 - DELETE MAIL BOX – If a staff member leaves, retires, or for what ever reason, voice mail is no longer needed on a specific telephone line, use **type 6** to delete the mail box. Print clearly or type the 10-digit-number the mail box will be deleted from and the previous owner's name. **(If you plan to delete a voice mail box and add a new staff member to the same telephone number, use type 6 to delete the previous user and use type 4 to add the new user.)**

Type 7 – ATTENDANT NUMBER – This option, (also referred to as "Opt Out" or Zero-Out"), allows incoming callers to press zero (0) from your mail box and be transferred to a different number, (front desk, and secretary). Select **type 7**, print clearly or type the 10-digit-number of the telephone where the calls will be transferred. (Note: Not all offices are set-up for the Attendant Option, check with your AO for additional information or your telecommunications representative.)

Type 8 – MOVE MAIL BOX – This can be used to move a mail box from one phone number to a new phone number within the same voice mail systems. (System 1 - 402,435,480,496,594), (System 2 - 443,451, 827) or (System 3 – all other exchanges). (Example: a staff member changes work spaces and takes a new telephone number within the same voice mail system).

When the form is completed, FAX it to the Voice Mail Administrator: 301-435-9907