



One University. One World. Yours.

Name:	Telephone Services – Voice Messaging
Policy Number:	2-1011
Origin:	Information Technology Systems & Support (ITSS)
Approved:	1 August 1994
Issuing Authority:	Director, Information Technology Systems & Support
Responsibility:	Director, Information Technology Systems & Support
Effective Date	1 September 2007
Revision Date(s):	1 September 2007

All permanent university employees will be assigned a voice messaging mail box.

Both internal and external calls are to be directed to voice mail after four rings or in a busy line situation. Exceptions to this standard have to be approved by ITSS. If you must be away from your desk for any length of time, it is recommended that you forward your telephone calls to voice messaging.

Each new user to the voice messaging system should read the posted instructions at <https://smu.ca/academics/information-technology-systems-and-support.html>. It is the responsibility of every user to ensure the following guidelines are practised.

1. Mail box greetings should be kept up-to-date. If your schedule is usually hectic, change your greetings daily.
2. Secretarial positions or main numbers to Departments should have both internal and external greetings recorded. The external greeting should be general ("You have reached the Accounting Department at Saint Mary's University...") while the internal greeting is personalized ("This is Jane Doe...").
3. Personal Verifications must be recorded.
4. Although the system automatically deletes read messages after a predetermined time, users should delete messages once they have listened to them.
5. Mail boxes are not transferable. Once the mailbox user's name has been entered into the

system, it cannot be changed. The mailbox must be deleted and then re-entered with the new user's name.

Detailed instructions on voice mail features and their use can be found in both the internal telephone directory as well as on the Saint Mary's University's website (<https://smu.ca/academics/information-technology-systems-and-support.html>). Questions should be directed to the ITSS Help Desk at 8111.