SETTING UP A CUSTOM OPERATOR ASSISTANT
(ZERO-OUT OPTION)

The Custom Operator Assistance gives the caller the option of talking with a person that you designate instead of leaving you a message. The custom operator is determined by you and can be changed at your discretion. This feature allows the caller to actually talk to someone instead of leaving a message when you are not available.

To set up the Custom Operator, please follow the following instructions:

<u>After logging into your voice mailbox:</u>

1.   Press **80.** (This will connect you to the mailbox options menu.)

2.   When you hear the prompt *"Mailbox options: To change the Operator Assistance Number; press 1. To Exit, press number sign (#). "*

3.   Press **1** to edit the Custom Operator Number.

        "Operator Assistance Number. The current number is: (zero or other number). Enter the new Operator Assistance Number, followed by the number sign (#).

        To Exit, press number sign (#)."

4.   Enter the 4-digit phone number using your keypad. Then **press #.**

5.   You should change the greeting on your mailbox to include a phrase such as:

        "Hi, you have reached (name, department). I'm either on the phone or away from my desk. Please leave your name, phone number and a brief message and I'll get back to you as soon as possible. Or, if you would like to speak with someone now, please press zero (0) now."

        NOTE: Custom Operator is only available for University phone numbers.