



TELENEWS

Telephone Service Center Quarterly Newsletter

Volume 21

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Berkeley Lab Receives New Voice Mail System

CallXpress Voice Mail is a unified communications system. Not only can you send and receive messages through your voice mailbox, but you can also check voice mail via the Web or email. Enjoy the flexibility of routing your calls to reach you at alternate locations, sending and receiving fax messages, and receiving notification on your pager or cell phone of any new messages.



Send any requests for new features you wish to have activated to TSC@lbl.gov or call x7997 for more information. To browse the many voice mail services available, visit us at <http://tscweb.lbl.gov/> and click Voice Mail.

Voice Mail Tip

Set up an alternate greeting to play by using the **Out-of-Office Greeting**. When activated, callers will be blocked from leaving a message. If you want callers to be able to leave messages when Out-of-Office is activated, please contact Telephone Services to have your setting parameters changed.

Voice Mail via the Web

Stay connected on the go with Web access to voice mail using **Web PhoneManager**. Listen to and manage your messages online and update your personal settings instantly. Make a change to your Greetings or Security Code, set up SMS notification of new messages and much more. Faxes can be viewed online as well when you subscribe to Fax Messaging service.

To subscribe to Web PhoneManager or Fax Messaging service, send your request to TSC@lbl.gov or call x7997.

TSC Mission:

"Providing installation, maintenance, facilities, and business management resources supporting the Laboratory's telephone, data, and networking needs in a highly competent, cost-effective and professional manner."

Contact Telephone Services

Phone: (510) 486-7997

E-Mail: TSC@lbl.gov

Online: <http://tscweb.lbl.gov/>

Telephone Services provides:

- Desk phones
- Voice Mail
- Cell Phones/PDA's
- Pagers
- Headsets
- Audio Conferencing
- Web Conferencing

For items not listed here, please contact TSC.

Ergonomics and Headsets



A headset can **minimize ergonomic injuries** for anyone who performs phone activity for greater than 1 hour per day.

If you handle frequent calls, or have a habit of

cradling a phone while on the computer or taking notes, then a headset may be right for you. To browse available headsets, please visit <http://tscweb.lbl.gov/telephone/headsets.html>.

Emergency Phone Calls from your Cell Phone



Until further notice, **cell phone users** on the Berkeley Lab site can report an emergency -- and improve response time by emergency personnel -- by calling 510-486-7911 INSTEAD OF 911. As with all emergencies, be prepared to provide the operators with as much detailed information about the location of the emergency as you can. Please note that *this is only an interim solution* until approval is obtained to route the Lab's onsite 911 cellular telephone calls directly to the University of California Police Department.



Oracle Calendar Synch with iPhone

iPhone owners now have an App available that provides a **2-way sync with their Lab Oracle Calendar**. There is a \$14.99 fee for the software and users must have the iPhone OS 2.0 or better in order to download. Get started by tapping on your App Store icon and searching for "Todo+Cal+Sync". Telephone Services has a step-by-step instructional to help you with the install. Please email TSC@lbl.gov to request instructions be sent to you.

As an option, use Safari to access your Calendar online. Users will find a major advantage here in being able to propose and respond to meetings. Locate the Oracle Calendar in the A-Z Index under "Calendar".

Telemarketers



Repeated calls from Telemarketers to your Lab desk phone can be frustrating to deal with. While not all calls can be stopped, they can be minimized by doing **two simple things**.

1. **Ask the caller to remove your phone number** from their list or to add you to their Do Not Call list.
2. **Inform Telephone Services** and we will contact the company. Please provide information such as the time, date, company name, phone number and any other details you feel may be helpful. Contact us by email at TSC@lbl.gov or call x7997.

To learn more, visit the Federal Trade Commission (FTC) at <http://www.ftc.gov/>.

Reimbursement of Lab Cell Phone Charges

A possible change in our cellular reimbursement process may take effect beginning January 2010. Recent action by the IRS has drawn attention to a rule requiring incidental use of employer-issued cellular phones be treated as income. Cellular companies, Congress, and the IRS are taking actions to adjust these rules. Until the rules are changed, Telephone Services must take responsive action.

Beginning with the January-March 2010 billing cycle, we will report the total unreimbursed amount of your cellular calls as income to the Payroll Office. This means you would pay employment taxes on this amount, just as you would any other benefit, at the rate of your normal income taxes.

Making these changes to our business systems will take time to complete. As we move forward, we will keep you updated and provide more information in the near future. Should you have any questions, please contact TSC via email at TSC@lbl.gov

Office Remodels

Keep your costs down when



remodeling an office space by contacting Telephone Services *before* your remodel.

Phone and network jacks may become blocked by any new cubicle walls and therefore become unreachable. This will create additional post-remodel cable work and add to your costs. Prevent delays in service and minimize your phone and network installation costs by notifying Telephone Services in advance.

TSC Contacts:

- **General Questions** - 7997
- **Acct. No. Changes**
Terry Munoz – 6434
- **Calling Cards**
Terry Munoz – 6434
- **Cellular Service/Equipment**
Adams Lee – 4966
- **Customer Billing**
Rachel Norton – 5674
- **Pagers**
Rosa Cruz - 7997
- **Repair**
Telephone Services – 7997
- **Telephone Orders for Adds/Moves/Changes**
Linda Tripp-Sopher – 6442
- **Voice Mail**
Arwa Ali – 4848
- **Telenews Comments or Suggestions**
Arwa Ali – 4848
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