Items Pertaining to Your March 2012 Bill

- **Add-On Conferencing Feature**
  Have you ever been on a call on your digital telephone when another call rang on your second line appearance, and upon answering it, wished you could be in conference with Lines 1 and 2? Well you can! Here are the simple instructions:
  + In conversation on Line Appearance 1; Call rings on Line Appearance 2.
  + Press *Hold* button; Line Appearance 1 is on hold.
  + Press Line Appearance 2 to answer call. Conferencing need is determined.
  + Press *Conf* button; places 2nd call on hold.
  + Press Line Appearance 1.
  + Press *Conf* button again.......Line Appearances 1 & 2 are conferenced with you!

  This feature is also a great way to have your own personal 3-party meet-me conference bridge. For a 3-party conference call, rather than use the outbound conferencing feature or scheduling the conference call through Voice Services, you could simply schedule the other two participants to call your telephone number, and use this feature to bring all three conference participants together! Just a thought.......

- **Use Voice Mail or Email as a Personal Reminder for Office Items**
  If you’re like me, you often or at least occasionally have business-related thoughts or ideas off-hours, but then forget them when you get to the office; and writing them down leaves you with all kinds of sticky notes and slips of paper to contend with.

  One way to alleviate this problem is to use voice mail or email as a personal reminder tool. I often send myself a quick voice mail, whether from home on my land-line phone or when out-and-about using my cellphone, reminding myself of any number of office-related ideas or thoughts. It has really helped me to retain some pretty important information and good ideas. And, of course, you can do the same with email.

- **Please email any account number changes, information on billing issues, or other questions to etc., to randal.hayes@uni.edu.** Our staff will work with you to resolve any issues as quickly as possible.