

TRACI.net Doccall Answering System

Incoming calls are answered by a custom greeting and the following options are available:

Public Main Menu Options:

- 1 – To reach the on-call doctor
- 2 – To leave a message in the general mailbox
- * – To enter the Administrative Main Menu
- *xxx – To login to voicemail (ie. *101, *201, etc.)

Administrative Main Menu Options:

- 1 – To change on-call doctor call forwarding
- 2 – To change greeting
 - 1 – Change STANDARD greeting
 - 2 – Change TEMPORARY greeting
- 3 – To place an outgoing call
- 4 – To change administrative password
- 0 – To repeat these options
- * – Exit Administrative Main Menu

Notes:

- The general mailbox will be mailbox 101. To log in to check messages in that box, simply dial *101 from the Public Main Menu and enter the password when prompted (default password is 1234).

- Doctors can be assigned mailboxes if they don't want to have calls forwarded to their cell phones. Doctor mailboxes start with 201.

- When changing the on-call doctor call forwarding, you can either enter a 10-digit phone number or a 3 digit voicemail box (if the doctor has been assigned one).

- If call forwarding to a 3 digit voicemail box, please make sure it exists (ALWAYS test the call forwarding by dialing into the system and pressing option 1 from the Public Main Menu).

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Voicemail Main Menu Options:

1 Read voicemail messages

3 Advanced options

1 Reply

3 Envelope

4 Play previous message

5 Repeat current message

6 Play next message

7 Delete current message

8 Forward message to another mailbox

9 Save message in a folder

* Help; during msg playback: Rewind

Exit; during msg playback: Skip forward

2 Change folders

0 Mailbox options

1 Record your unavailable message

2 Record your busy message

3 Record your name

4 Record your temporary greeting

5 Change your password

* Return to the main menu

* Help

Exit

- After recording a message (incoming message, busy/unavail greeting, or name)

1 - Accept

2 - Review

3 - Re-record

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Pocket Guides

Doccall Pocket Guide

Your Doccall Phone Number:

Press * to enter Admin Main Menu

Press *xxx to access voicemail
(ie. *101, *201, etc.)

Administrative Main Menu Options:

- 1 – To change on-call call forwarding
- 2 – To change greeting
 - 1 – STANDARD greeting
 - 2 – TEMPORARY greeting
- 3 – To place an outgoing call
- 4 – To change admin password
- 0 – To repeat these options
- * -- Exit Administrative Main Menu

Doccall Pocket Guide

Voicemail Main Menu Options:

- 1** Read voicemail messages
- 3** Advanced options
- 4** Play previous message
- 5** Repeat current message
- 6** Play next message
- 7** Delete current message
- 8** Forward message to another mailbox
- 9** Save message in a folder
 - * Help; during msg playback: Rewind
 - # Exit; during msg playback: Skip fwd
- 2** Change folders
- 0** Mailbox options
 - 1** Record your unavailable message
 - 2** Record your busy message
 - 3** Record your name
 - 4** Record your temporary greeting
 - 5** Change your password
 - * Return to the main menu
- * Help
- # Exit