

6. Telephone

Revised 2013.02.13

- If you are experiencing any discomfort, be sure to also review the section on
 - Making Changes to Reduce Discomfort (see Main Menu)

a) I hold my handset with one hand.

Potential Problem:
Holding the handset
hands-free by squeezing
it between your ear and
shoulder.



a) I hold my handset with one hand (*part 2*)

- While writing, find a way to keep your paper from moving around (e.g. clipboard, non-slip mat), so you can keep a hand free to hold the handset
- While using the computer and telephone, type with one hand or use your mouse as much as possible
- Can the caller e-mail you what you need instead of you having to write/type it?
- If the caller is nearby, can you meet in person and take notes?
- If you must use two hands for another task while on the phone, put the handset down whenever possible
- As a last resort, alternate ears so you aren't straining the same tissue groups all the time.

a) I hold my handset with one hand (*part 3*)

- Checking voice messages hands free
 - Use speaker phone feature (if equipped)
 - Use My Voicemail On-line (CallPilot)
 - Link at Faculty and Staff Home Page
 - Listen to your messages through your computer speakers
 - Call details (caller name, time of call, etc) on your computer screen and can be copied and pasted into other computer applications (e.g. email)



The screenshot displays the 'My CallPilot' web interface. At the top left is the York University logo. The page title is 'My CallPilot' and there is a 'NORTEL' logo on the right. Below the title, it says 'Mailbox: VANESSA VENDITTO (22597)'. There are three tabs: 'CallPilot Messages', 'CallPilot Features', and 'Useful Information'. The 'CallPilot Messages' tab is active, showing a folder 'INBOX' with '12 Items, 0 New'. Below this are navigation buttons: 'Refresh', 'Compose', 'Reply', 'Reply All', 'Forward', 'Delete', 'Delete Now', and 'Call Sender'. A table of messages is displayed with columns for 'From', 'Subject', and 'Received'. The messages are listed as follows:

	From	Subject	Received
<input type="checkbox"/>	Unknown	(4169899472) 0:48 Voice Message	2007-06-13 17:23
<input type="checkbox"/>	Unknown	(4168894629) 0:10 Voice Message	2007-06-15 09:19
<input type="checkbox"/>	Unknown	(4168771300) 1:19 Voice Message	2007-06-15 12:28
<input type="checkbox"/>	MARGARET MICELI	FWD (4164945588) 0:16 Voice Message	2007-06-20 17:26
<input type="checkbox"/>	Unknown	(4167173953) 0:09 Voice Message	2007-06-21 08:23
<input type="checkbox"/>	CHRISTINE WRIGHT	(30357) 0:07 Voice Message	2007-06-21 13:00
<input type="checkbox"/>	MARGARET MICELI	RE (22597) 0:08 Voice Message	2007-06-21 13:59
<input type="checkbox"/>	CHRISTINE WRIGHT	(30357) 0:39 Voice Message	2007-08-01 09:38
<input type="checkbox"/>	CINDY ELMER	(33417) 0:07 Voice Message	2007-08-03 09:25
<input type="checkbox"/>	CINDY ELMER	(33417) 0:12 Voice Message	2007-08-03 12:08
<input type="checkbox"/>	CHRISTINE WRIGHT	(30357) 0:34 Voice Message	2007-08-10 14:23
<input type="checkbox"/>	Unknown	(4165587705) 0:13 Voice Message	2007-08-13 16:20

Copyright © 2007 Nortel

b) My phone is positioned on the same side as the hand with which I hold the handset.



c) I am aware of hands-free and programmable features

Use hands free features of your phone for dialing, reviewing voicemail, etc

Click here for more information on [hands-free and programmable features for your telephone](#)

End of Section

- To proceed to the next section
- Click on the link below or press <Tab> then <Enter>

[Workstation Layout](#)