

# 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.

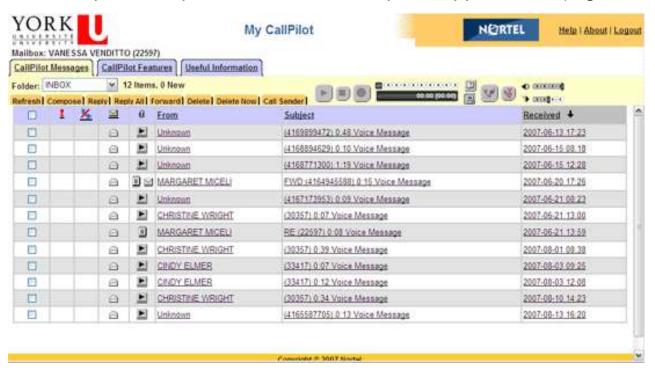


#### a) I hold my handset with one hand (part 2)

- 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)



# 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 <u>hands-free and</u> <u>programmable features for your telephone</u>

### **End of Section**

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

# **Workstation Layout**