



SETTING UP AND USING VOICEMAIL

INITIALIZING YOUR MAILBOX

Allows access to setup your voice mailbox for the first time.

➤ **Entering Your Mailbox:**

Press Voice Mail Button:

Press * (star):

Your extension Number:

Your Password:

VOICE MAIL

Press #

When setting up a voicemail box for the first time simply press the # key. You will set up a password later under Options)

➤ **Press 4 to access “Options”**

➤ **Recorded Greeting:**

1. Press 1 for greetings.
2. Press 1 to record your primary greeting, 2 to record your alternate greeting.
3. Follow prompts.

➤ **Recorded Name:**

1. Press 2 for recorded name.
2. Follow prompts.

➤ **Password:**

1. Press 3 for password.
2. Follow prompts.

➤ **Message Envelope:**

1. Press 4 for message envelope.
2. Listen as Voice Mail instructs you on your options.

SAMPLE VOICEMAIL GREETINGS

➤ **Hints for Voicemail Greetings**

- Keep greetings short approximately 15 seconds.
- Tell caller your first and last name.
- Tell them when to expect a return call. (During Lunch, Recess or After School.)
- Encourage the caller to leave a message. Tell them that you will return the call
- Give the caller the option of dialing zero to dial another extension number.

SAMPLE VOICEMAIL GREETINGS**➤ Primary**

Hello, this is _____. I am not able to answer your call right now. Please leave your first and last name, also a return number where you can be reached, and I will return your call, after school hours. You may dial zero now to enter another extension number.

➤ Alternate

Hello, this is _____. I am out of the classroom today (give reason), but will return calls tomorrow. Please leave your first and last name, also a return number where you can be reached. You may dial zero now to enter another extension number.

USING YOUR MAILBOX

Allows access to your voice mailbox from inside or outside the office.

➤ Checking Messages During School From Any Phone.

1. Lift the handset.
2. Press the *VOICE MAIL* key.
3. Press *.
4. Enter your extension number.
5. Enter your password.
6. Press #.

➤ Checking Messages From Outside the School.

1. Dial **456-4311**
2. When automated attendant answers, press the *key.
3. Enter your extension number.
4. Enter your password.
5. Press #.

LISTENING TO MESSAGES

*To listen to new messages, **press 1**. To listen to saved messages, **press 3**.*

➤ While you are listening to messages you have the following options:

- Press # to skip to the end of the message
- Press 1 to rewind
- Press 2 to pause
- Press 3 to fast forward
- Press 4 to lower the volume
- Press 5 to replay message envelope
- Press 6 to raise the volume
- Press 7 to save
- Press 9 to delete

➤ After you have listened to messages you have the following options:

- Press 1 to replay
- Press 2 to reply
- Press 3 to forward a copy
- Press 4 to go back to prior message
- Press 6 to go to the next message
- Press 7 to save
- Press 9 to delete

SENDING MESSAGES

*Allows users to leave a message in another users mailbox without calling their extension.
After entering your mailbox as described in accessing your mailbox:*

- **Quick Message** (Sending a message from inside the office):
 1. Press the *VOICE MAIL* key.
 2. Enter the mailbox number where you wish to send the message.
 3. Record your message.
 4. After recording your message you may hang up or press # for more options.

- **Sending a message from outside the office:**
 1. Press 2.
 2. Enter the mailbox number where you wish to send the message.
 3. Press # to accept the address.
 4. Record your message.
 5. After recording your message you may hang up or press #.

By pressing # you will have the following options:

- Press 1 to replay
- Press 2 to add on
- Press 3 to re-record
- Press 9 for special delivery options

After pressing 9 for special delivery options you will have the following choices:

- Press 1 to mark private
- Press 2 to send certified
- Press 3 to send priority

When finished press # to send the message, then hang up

CANCELING UNHEARD MESSAGES

Allows users to cancel unheard voicemail messages they have sent to another mailbox.

1. Access your mailbox.
2. Press 5.
3. Press 1.
4. Enter the mailbox number that has the unheard message.
5. Press #.

Voice mail will then tell you how many messages you have that have not been listened to at that mailbox and play them for you. After each message, you can:

- Press 1 to replay
- Press 2 to add
- Press 3 to forward
- Press 4 to listen to the prior message
- Press 5 to play the message envelope
- Press 6 to listen to the next message
- Press 7 to save
- Press 9 to delete

UNDELETING MESSAGES

*Allows users to access deleted messages for up to **24** hours after the message was deleted.*

1. Access your mailbox.
2. Press 5.
3. Press 2.
4. Press 1 to listen to your deleted messages.

➤ **After each message you have the following options:**

- Press 1 to replay
- Press 2 to reply
- Press 3 to forward
- Press 4 to listen to the prior message
- Press 5 to replay the message envelope
- Press 6 to listen to the next message
- Press 7 to recover
- Press 9 to purge

➤ **Or wait for the system to prompt you to:**

- Press 2 to recover all of your deleted messages.
- Press 3 to erase all of your deleted messages.