

VOICEMAIL INSTRUCTIONS/INFORMATION

Initial Mailbox Setup

- Press the “voicemail” button on your phone
- System will prompt you to put in a temporary passcode, which is **1234**
- System will then take you through a tutorial which guides you through setting a private passcode, recording your mailbox name, and recording your greeting
- Once you have completed the tutorial and have heard the statement “congratulations, you have now been set up on the new system”, your mailbox setup is complete (and you can hang up)

Log on Procedures (from your desk):

- Press the “voicemail” button
- When system answers, enter your passcode, then hit #

Log on Procedures (when away from the District):

- Dial the voicemail system at 972-860-7444
- When system answers, enter * and your four-digit phone number, then enter #
- Enter your passcode, then press #

Zero Out Option

This provides the ability for a caller, when hearing your voicemail greeting, to press zero and be routed to a pre-designated person who will be answering that call. An example of how your greeting might sound is.....”You have reached the mailbox of John Doe. Leave your name and number and I will return your call. If you need to speak to someone immediately, please press zero now”. You must contact your telephone coordinator to request that this feature be activated on your mailbox.

Out Page Notification for Urgent Messages

This provides the ability for a mailbox user to set up their mailbox to send a call to their pager when the message is of an urgent nature. An example of how your greeting might sound is.....”You have reached the mailbox of John Doe. Leave your name and number and I will return your call. If this is an emergency, leave your message and then hit the # and then 2 key”. Once the caller goes through the process of hitting # and 2, this marks the message as urgent and the system will outpage to the user’s pager.

If you wish to utilize this feature you can do so by setting up the proper notification as follows:

- Log onto your mailbox
- Enter the 4 key (for setup options), enter the 2 key (for message settings), enter the 1 key (for change message notification)
- System will prompt you through setting up the outpage function

Distribution Lists (or Private Lists)

This gives the user the ability to set up individual, private lists which provide the ability to record one message, and send to all users on the list simultaneously. Each mailbox has the capability of having 20 private lists.

This function can be set up as follows:

- Log onto your mailbox
- Enter 4 (for setup options), then 2 (for message settings), then 4 (private lists)
- System will prompt you through setting up your list(s)

To Clear out Old Deleted Messages Procedures (from your desk)

This gives the user the ability to clear old saved messages. Each mail box will only hold approximately 45 messages, which includes new, saved and deleted. This will only clear out your old deleted messages in your deleted message folder, not new or saved messages.

This needs to be done when you are going into your box and is told that your mail box is full and you have no new messages.

Press the “voicemail” button

When system answers, enter your passcode

To review old messages press #3

To delete messages in your deleted item folder press #2

Your deleted messages will be permanently deleted.

To delete press #1

To delete all messages press #2