

DUAL MAILBOX INSTRUCTIONS

Dual mailboxes are for two (or more) people to share one phone number, yet have different mailboxes on the system. For example, you might have the phone number have a voicemail recording which says: "Thank you for calling the Math/Science Department. If you'd like to leave a message for Shirley, press 1; if you'd like to leave a message for Doc, press 2; if you'd like to leave a message for Lynda, press 3". Once you have been assigned the dual mailbox numbers, here are instructions for setting up:

- 1st step: The main/welcoming greeting is to be recorded on the mailbox of the phone number requesting the dual mailbox. (i.e. as listed above, that will be the "Thank you for calling....." greeting).
- Press the "voicemail" button on the phone with the main greeting
 - System will ask them for their passcode, **which will temporarily be 1 2 3 4.**
 - System will then take them through a tutorial that helps them set up their greeting, their name, and a private passcode.
- 2nd step: Each on of the persons who will have the choices (i.e. the 1, 2, 3, etc.) off of the main greeting, will now need to set up their mailbox.
- Dial the voicemail system at 972-860-7444 (or 7444) if you're on site
 - When the system answers, dial * plus (the four-digit mailbox number that we have assigned as either choice 1, choice 2, etc.), then hit #
 - System will ask for passcode, **which will temporarily be 1 2 3 4.**
 - System will then take them through a tutorial that helps them set up their name, their greeting, and a private passcode.

Some general notes:

The main/welcoming mailbox does not take messages, it only gives the options to dial 1, 2, etc.

The choices mailbox is where the individuals will check their messages.

This basically works exactly like the old system did.

This function has to be set up through Communications Department, and then all mailbox information is provided to you.