

VOICE MAIL INSTRUCTIONS FOR SAGINAW SCHOOL DISTRICT

THE FIRST TIME A USER OF THE VOICE MAIL SYSTEM *LOGS INTO* THEIR VOICE MAIL BOX, A TUTORIAL WILL "TALK YOU THROUGH" YOUR FIRST *VOICE MAIL* SESSION. THIS SESSION WILL INSTRUCT *YOU ONI HOW TO, SET UP A PERSONAL GREETING, YOUR NAME, AND HOW TO CHANGE YOUR PASSCODE.*

LOG IN PROCEDURES.

1. To Access Voice Mail From Your Own

- Dial 6600 or Press Voice Mail Key wait for voice mail to answer
- Enter your passcode
- Note: Temporary Passcodes are " 1234"

2. To Access Voice Mail From Someone Else's Phone

- Dial 6600 wait for voice mail to answer
- Dial *, XXXX, * (XXXX = your 4 digit extension number)
- Enter your passcode
- Note: Temporary Passcodes are " 1234"

3. To Access Voice Mail From Outside of the Schools

- Dial 1-989-399-6600 wait for voice mail to answer
- Enter 8, wait to hear "welcome to the message center",
- Press *, XXXX (XXY-X your 4 digit extension number)
- Enter your passcode
- Note: Temporary Passcodes are " 1234"

TO TRANSFER OUTSIDE CALLERS TO VOICE MAIL

If the outside caller is a customer/client:

- Press the Trans/Conf button
- Dial 6600, wait for voice mail to answer
- Dial *, XXXX (XXXX being the mailbox of the person the call is for)
- Hang Up

If the outside caller is a district employee:

- Press the Trans/Conf button - Dial 6600, wait for voice mail to answer.
- Press *, XXXX, * (XXXX being the mailbox of the district employee)
- Hang Up

To Change Your Personal Greeting

- Login
- Press U (the 8 key for user options)
- Press G (the 4 key) to record a greeting

You will hear the following prompts:

- Press L (the. 5 key) to listen to your current recorded personal message. or
- Press R (the 7 key) to record your new personal greeting
- Press # when recording is complete

At This Point, You May:

- Press R to review your recording
- Press D to discard & re-record over
- Press A to append and continue recording
- Press X to save

Note: When you are satisfied with your recorded message you must save it

To Record Your Name In Your Mailbox

- Login
- Press U (8 key) for user options
- Press N (the 6 key) to record your name

you will hear the following prompts:

- Press L (the 5 key). to listen to your current recorded name or
- Press R (the 7 key) record your name (record first and last name only.)
- Press # when recording is complete

At This Point, You May:

- Press R to review your recording
- Press D to discard & re-record over
- Press A to append and continue recording
- Press X to save

Note: When you are satisfied with your recorded name you must save it

To Change Your Personal Passcode

- Login
- Press U (the 8 key) for user options
- Press P (the 7 key) to change your passcode
- Enter a new 4 - 10 digit passcode followed by the # sign

The system will confirm your new passcode & return you to the previous menu

To Listen To Your Messages

- Login
- Press P (the 7 key) to play messages

At This Point, You May:

- Press A to answer it directly in the other person's mailbox. Note: This will work only if the message is from a district employee. with a mailbox
- Press G to give it to another user's mailbox, you will then have to enter that person's mailbox you want to give it to.
- Press K to keep the message
- Press M to make a new message
- Press D to delete the message

Note: While listening to your messages-, the following features can be used:

- Pressing * will move you backward 5 seconds into the message
- Pressing # will move you forward 5 second into the message
- Pressing I will pause the message for 30 seconds - press any key to resume
- Pressing T (the 8 key) will move to the top of the next message, without changing the current messages status (old / new)

To Make & Send Messages

- Login
- Press **M** (the 6 key) to make a message
- Enter mailbox number or distribution list number (see below) you want to send the message to followed by the # sign (if you incorrectly enter a mailbox number, just press * to cancel and retry)

Record, the message followed by the #

At this point you may:

- Press **R** to review your message
- Press **D** to discard it
- Press **A** to append and continue recording
- Press **M** to access message addressing options (see next item)
- Press **X** to send message & exit to main menu

Message Addressing Options

- Press **C** to mark a message **CONFIDENTIAL** - When marking a message confidential the recipient of the message cannot give this message to other users.
- Press **R** to request a **RECEIPT** - When requesting a receipt, a message will be sent back to your mailbox with the time and date the message was heard.
- Press **U** to mark a message **URGENT** - Urgent messages -are the first messages heard when user logs into their mailbox.
- Press **F** for **FUTURE** delivery - Future delivery allows a user to make- a message today and have the system deliver the message in the future (this is a great feature to send to your-self regarding future commitments).

VOICE MAIL HINTS

1. Pressing **X** (the 9 key) will always return you to the previous menu
2. Always press **X** (the 9 key) when exiting your mailbox. Failing to do so will busy out the voice mail port as well as your personal mailbox.
3. While listening to someone's personal greeting depressing the "1" moves you -to the end of their greeting.
4. To reactivate-the tutorial (*which* you heard the first time you set up your mailbox).

- Login
- Press **U** (the 8 key) for user options
- Press **T** (the 8 key) to activate tutorial

5. Message Recovery: Users are able to recover messages immediately after deleting them. This feature is useful for those instances in which the user forgot to write down a telephone number or accidentally pressed the delete key.

To use this. feature:

- press "*" immediately after discarding the message.

Note: If you press any other key or, hang up the message can no longer be retrieved.