



VOICE MAIL CHEAT SHEET

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Your phone has many options that cannot only help you but can also help your customers be more informed. This sheet has been designed to walk you through several of the most used options. There are other options available in the full Voice Messaging User Guide.

To Change Your Password

1. Log into Voice Mail.
2. Press 84.
3. Enter a new password.
4. Press #.
5. Enter new password again.
6. Press #.
7. Enter old password.
8. Press the #.

To Log In to Voice Mail

From Your Office Phone:

1. Press the Message Button **or**
Press 1333 for CC/SS or 2600 for HC
2. Press the #.
3. Enter your password.
4. Press the #.

From Any Other Phone inside BOCES:

1. Press the Message Button **or**
Press 1333 for CC/SS or 2600 for HC
2. Enter your Extension.
3. Press the #.
4. Enter your password.
5. Press the #

From Any Other Phone outside BOCES:

1. Dial 607-335-1333 for CC/SS **or**
607-865-2600 for HC
2. Enter your Extension.
3. Press the #.
4. Enter your password.
5. Press the #

To Log Out of Voice Mail

Press 83 to log off.

NOTE: It is important to log out of your voice mail sessions when you are done. If you do not log out if leaves the session open until it is timed out-blocking others from getting their voice mail.

To Listen to Your Messages

After logging in you will hear a summary that tells you how many new messages you have and if any of them are urgent. New messages will be played first followed by all previously played messages, in chronological order.

Listen, first, to the MESSAGE ENVELOPE – you will hear the senders name (if available), and the date and time of the message.

To play the message, press 2.
You may choose any of these commands during the message to take other actions:

- Press #To pause the message
- Press 2To resume the message
- Press 1.....To Skip back 5 seconds
- Press 3.....To skip forward 5 seconds
- Press 4To go to the previous message
- Press 6To go to the next message
- Press 72..... To hear the envelope again
- Press 76To delete the message

NOTE: You can restore a deleted message by pressing 76 again during the session. Once you exit the session the message is no longer available to restore.

SEE OTHER SIDE FOR INFORMATION ON:

- Changing Your Personal Greeting
- Changing Your Internal, External, and Temporary Greetings
- Assigning A Custom Operator
- Express Messaging

PERSONAL VERIFICATION NAME and GREETINGS

Each Voice Mailbox has a **Personal Verification Name**. This is used when you are on the phone to identify you and your department and let the caller know that you are currently on the phone. This should not be used as a full message but only as an identifier.

To Change Your Personal Verification Name:

1. Log into Voice Mail using one of the methods above.
2. Press 895
3. When you hear the tone, speaking loudly and clearly say your name and department.
4. Press the # to end recording.

Voice mail has three **GREETINGS** (messages) you can record for your customers.

1. The **EXTERNAL** greeting is used for all calls coming in from outside our phone system.
2. The **INTERNAL** greeting is used for all calls coming from inside our phone system. If you do not record an internal greeting all callers will get the external greeting.
3. The **TEMPORARY** greeting is used for a greeting that will expire on a chosen date. This might be used for a day when you will be out of the office or a week when you are on vacation.

To Record Your Greeting(s):

1. Log into Voice Mail using one of the methods above.
2. Press 82.
3. Press 1 for EXTERNAL or Press 2 for INTERNAL or Press 3 for TEMPORARY.
4. Press 5.
5. When you hear the tone, speaking loudly and clearly say your message. NOTE: You may want to write it out first to make it easier to record.
6. Press # to end recording.
7. If you pressed 3 for TEMPORARY press 9 to enter your expiration then
 - a. Press the 2 digit month of the day you want it to expire and press the #.
 - b. Press the 2 digit day of the day you want it to expire and press the #.
 - c. Press the 4 digit military time of the hour you want it to expire and press the #.

During the greeting recording process after you hit # to end recording, you may press 2 to play back your message, 76 to delete the message, and 5 to re-record the message. The voice mail assistant will talk you through each step.

~~~~~ ASSIGNING A CUSTOM OPERATOR

Did you know you can offer your callers the alternative of leaving a message or speaking to one of your assistants or colleagues in your absence using CUSTOM OPERATOR?

You assign a custom operator and then in your greeting, you tell callers to "press ZERO after the tone if they wish to speak to someone in your absence".

To Assign a Custom Operator...

1. Follow the directions on the front of this page to Log In to Voice Mail.
2. Press 80 for mailbox options.
3. Press 1 to change operator.
4. You will be told what your current operator number is and then asked to enter the new operator assistance number.
5. Enter the new custom operator's extension number.
6. Press #.
7. Press 83 to Log Off.

EXPRESS MESSAGING

Did you know you can leave a voice message in another voice mailbox without having their phone ring and interrupt them while they are teaching or working?

To Send an Express Message...

1. Follow the directions on the front of this page to Log In to Voice Mail.
2. Press 75.
3. Enter the mailbox number(s) of the person/people for whom you are leaving the message, then press #.
4. Press # a second time to stop entering mailbox numbers.
5. Press 5 to record the message. Wait for the tone, then record your message.
6. Press # to end recording.
7. Press 79 to send the message.
8. Press 83 to Log Off.

You can quickly express mail a message to a single mailbox from your phone by dialing 3359 at CC or 2601 at HC. Enter the extension , Press #, record your message, hang up.