



VOICE MAIL INSTRUCTIONS – For Setting Up Your Voicemail On or After Oct. 25, 2021 **Utica Community Schools**

Revision10042021

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 ON HOW TO SET UP A PERSONAL GREETING, RECORD YOUR NAME, AND HOW TO CHANGE YOUR PASSCODE. Your password cannot start with a zero, and you must complete the tutorial the first-time logging into your mailbox.

LOG IN PROCEDURES

1. To Access Voice Mail from Your Own Phone

- Dial **1111** or **Press the Call Voice Mail key**, wait for voice mail to answer
- Enter your passcode
- Note:** Temporary Passcodes are "**1234**"

2. To Access Voice Mail from Another Phone

- Dial **1111**; wait for voice mail to answer
- Dial ***** wait to hear "welcome to the message center"
- Enter **XXXX** (XXXX = your 4-digit extension number), wait for voicemail to answer then press *****
- Enter your passcode

3. To Access Voice Mail from Outside of the Office

- Dial **(586)-797-1111**; wait for voice mail to answer
- Enter *****, wait to hear "welcome to the message center"
- Enter **XXXX** (XXXX = your 4-digit extension number), wait for voicemail to answer then press *****
- Enter your passcode

TO TRANSFER OUTSIDE CALLERS TO VOICE MAIL

- Press the Message key
- Dial the 4-digit extension
- Hang up



To Change Your Personal Greeting

- Login
- Press **8** for **User Options**
- Press **4** to **Record a Greeting**
you will hear the following prompts:

- Press **5** to **Listen** to your current greeting
- Press **7** to **Re-Record** your greeting

Press **#** when the recording is complete

At this point, you may:

- **Press 7** to review your recording
- **Press 3** to discard and record over
- **Press 2** to append and continue recording
- **Press 9** to save

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

To Record an Extended Absence Greeting

- Login
- Press **8** for **User Options**
- Press **4** to record a greeting
- Press **4** to change your extended absence greeting

You will hear the following prompts:

- Press **7** to record your extended absence greeting
- Press **5** to listen to your extended absence greeting
- Press **3** to enable
- Press **9** to exit

Note: As soon as you record the extended absence greeting it is automatically enabled and playing.

To Deactivate your Extended Absence Greeting

- Login (you must listen to the whole greeting before you login)
- Press (1) to retain your extended absence greeting
- Press (2) to disable your extended absence greeting



To Record Your Name in Your Mailbox

- Login
- Press **8** for **User Options**
- Press **6** to **Record** your name
- At this point you may:
- Press **5** to **Listen** to your recorded name
- Press **7** to **Record** your name (record first and last name only)
- **Press # when recording is complete**
- Press **9** to **Save**

To Change Your Personal Passcode

- Login
- Press **8 key** for **User Options**
- Press **7 key** to **Change Your Passcode**
- Enter a new 4-to-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 **7 key** to **Play Messages**

At This Point, You May:

- Press **2** to answer it directly in the other person's mailbox.
- Press **4** 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 **5** to keep the message
- Press **3** 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 **1** will pause the message for 30 seconds -- press any key to resume
- Pressing **8** will move to the top of the next message, without changing the current messages status (old /new)



To Make & Send Messages

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

At This Point, You May:

- Press **7** to **Review** your message
- Press **3** to **Discard** it
- Press **2** to **Append** and continue recording
- Press **6** to access **Message Addressing** options (see next item)
- Press **9** to send message & exit to main menu

Message Addressing Options

- Press **2** to mark a message **CONFIDENTIAL** - When marking a message confidential the recipient of the message cannot give this message to other users.
- Press **8** to mark a message **URGENT** - Urgent messages are the first messages heard when user logs into their mailbox.

To Create or Modify a Personal Distribution List

- Login
- Press **8** for **Users Options**
- Press **5** to create or change an existing **Distribution List**
- Enter the number of the distribution list you want to create or modify (**1-9**)

First creating list will ask to press **6** to record name for dis list. If you don't then it will go through modify options.

- Press **2** to **Add Members** to the list. **Saves automatically**
- Enter the mailbox numbers of the people you want as members of that distribution list
- Press **7** to **Review** the members
- Press **3** to **Delete** a member
- Press **6** to **Name** the distribution list
- Press **9** to save and Exit



Answer Voicemails and Stop Flashing Light

1. Lift handset or press speaker key
2. Then press voicemail or message or 1111 can get into voicemail.

Note: if you do not do this you will go to a callback asking you to call your voice mailbox

VOICE MAIL HINTS

1. Pressing **9** will always return you to the previous menu
2. While listening to someone's personal greeting depressing the "**1**" moves you to the end of the greeting.
3. Message Recovery: Users can recover messages immediately after deleting them Press * immediately after discarding the message.