

## 4J SCHOOL DISTRICT - VOICE MAIL SYSTEM

### **ACTIVATING YOUR VOICE MAILBOX** **STEP 1**

The first time you call your voice mail system as a new user, a brief tutorial will walk you through setting up your new mailbox. Anything you do during the tutorial can be modified or changed later.

1. **Dial 4400.** This is your access number to voice mail.
  - If you are calling from a phone **outside** of 4J's system, you need to dial **790- 4400**,
  - when the system answers, press the # key
2. Depending on the phone you are calling from, you may be asked to enter your **mailbox number**. Your mailbox number, in most cases, is the same as the last 4 digits of your telephone number.
3. You will then be asked to enter in your security code. An initial default security code has been set up for you. This default security code is the same as your mailbox number

The Voice Mail System will now automatically guide you through the process of setting up your new mailbox.

1. The first step, will ask you to enter a new security code. The security code can be any length from 4 to 15 digits. Choose a code that will be easy for you to remember.
2. The next step, will be to record your name. This will be used for internal addressing, and should be your first and last name **only**. Do not include an introduction such as "Hello this is".

After recording your name, you can press 5 to save it **-or:**

Press 6 to listen to the name you just recorded

Press 4 to delete the recording and start again.

Then, when you are satisfied with the recording, press 5 to save it.

3. You will now be prompted to record a personal greeting. This is the message your callers will hear when they reach your mailbox. Voice mail greetings should be professional, brief, but informative.

**Your greeting must consist of the following key ingredients:**

Your name and department identification.

What information you'd like the caller to leave you.

A statement informing the caller that they may press 0 to be transferred to someone in your office, if they need immediate assistance.

(Samples of greetings can be found in the attached pages.)

After recording your greeting, you can press 5 to save it **-or:**  
Press 6 to review the greeting you just recorded.  
Press 4 to delete the greeting and start again.  
Then, when you are satisfied with the recording, press 5 to save it.

Press the \* key several times to exit the system.  
You are now finished with the basic tutorial, you will now need to record a busy greeting and make sure your calls are forwarded properly to your new voice mail system.

**ACTIVATING YOUR VOICE MAIL BOX**  
**STEP 2**  
**CALL FORWARDING**

After completing your tutorial and recording your busy greeting, you will need to "tell" your phone you are ready to use voice mail. You do this by forwarding your calls to voice mail. **IF YOU DO NOT FOLLOW THIS STEP, NO ONE WILL EVER REACH YOUR VOICE MAIL.**

**NEXT, TO ACTIVATE FORWARDING TO THE NEW VOICE MAIL SYSTEM:**

1. LIFT THE HANDSET
  2. DIAL \*6 4400
  3. WAIT FOR A STEADY TONE
  4. HANG UP
- (calls will now forward to voice mail if you don't answer your phone within 3 to 4 rings)
5. LIFT THE HANDSET AGAIN
  6. DIAL \*8 4400
  7. WAIT FOR A STEADY TONE
  8. HANG UP

(calls will now forward to voice mail if you are talking on your line--callers will no longer get a busy signal)

In most cases, you should never have to do this forwarding again.

**OPTIONAL- CALL FORWARD ALL CALLS**

If you do not want your telephone to ring, but want ALL calls to forward to your voice mail: Lift the handset and dial \*3 4400 wait for the tone, hang up. It is NOT necessary to change the other forwarding features you previously set up. This new forwarding will supercede those. When you want to begin taking your calls again: Lift the handset and dial \*\*3 This will cancel the call forward ALL-calls feature, but will leave the forward no answer and busy in effect.

## ACCESSING YOUR MESSAGES

A small red LED lamp will light on your office telephone, to let you know when you have a voice mail message.

If your telephone has a display, the display will also indicate that you have a message (VMM)

To listen to your messages, dial the access number (4400) and enter your security code.\*see TIPS below.

Each time you call in, CallXpress will tell you how many new and saved messages you have.

Press 1 to listen to new messages

Press 5 to listen to saved messages

## LISTENING AND RESPONDING TO YOUR MESSAGES

After listening to each message, you have several options to choose from. You can:

**Press 4 to DELETE** the message.

If you mistakenly delete a message **DO NOT HANG UP**. Press the \* key until you hear the main menu options, then press 7 to retrieve the deleted message and follow the commands to locate the message you accidentally deleted.

**Press 5 to SAVE** the message. This moves the message to a separate area for later review. Reminder - saved messages will be held for a maximum of 30 days, at which time the message will automatically be deleted.

**Press 8 to REPLY** to the message. This automatically addresses a response to the mailbox of the person (on 4J's system only) who sent you the original message.

**Press 2 to FORWARD** the message to another mailbox. You address the message to one or more voice mailboxes, record an introductory remark, and send a copy of the message.

## TIPS FOR LISTENING TO YOUR MESSAGES

While listening to your messages, you can:

Press 00 to hear the date and time the message was delivered

Press 6 to repeat the entire message

Press 3 to back up 5-seconds, to repeat a portion of the message

Press 9 to skip ahead 5-seconds, to advance through the message

Press 7 to skip to the next message without taking any action on the current message

Press 1 to pause - Press 1 again, to continue listening to the message.

While paused, you can:

Press 6 to increase the volume, or press 9 to lower the volume of the message

Press 4 to increase, or 7 to decrease the speed of the message

**HELP:** Press the # key at any time to review all of the menu options

**CANCEL/EXIT:** Press the \* key once, to back up a step. Press it several times until you hear "thank you for calling" to exit the system.

**TIP:** If you are calling from a non-4J telephone, dial [790-4400](tel:790-4400). If calling from a 4J phone, other than your own, dial 4400, then \* then #.

## **PERSONAL GREETINGS**

Your personal greetings let your callers know that they have reached the correct person or department capable of handling their needs. Properly recorded, they can provide important information to your callers, including when to expect to receive a call back from you.

Call Xpress lets you have three different greeting, standard, busy and out of the office.

### **STANDARD GREETING (REQUIRED)**

This is the message you recorded when you activated your mailbox during the first tutorial. It is the normal greeting callers will hear when you do not answer the telephone.

### **OUT OF OFFICE GREETING** (optional)

This optional greeting allows you to inform your callers that you will be out of the office for an extended period of time. It is strongly recommended that you record this greeting if you will be unable to return a message within a 24-hour period.

**\*\*NOTE:** If you will be out of the office and unable to check your messages for a period of 30 days or more, please contact your system administrator. Changes can be made to your mailbox, to prevent new messages from being deleted.

### **HINTS:**

**CONSIDER RECORDING YOUR STANDARD GREETING EACH DAY.**

Doing this conveys to your callers that you closely manage your mailbox and access your messages regularly.

Some departments may require that you update your standard greeting daily. Please inquire within your department to see if this applies to you.

Try recording your greetings when your office is quiet. Hold the telephone handset about 3 to 5 inches from your mouth.

Do not use a speakerphone (hands free) to do your recordings. Listen to your recordings before saving them,

so you can hear how you come across. Re-record until you are satisfied, then save the best recording.

If your greeting is long or complex, consider using a written script or outline.

**to RE-RECORD your standard or to RECORD an out of office greeting:**

1. Access your mailbox
  2. Press 3 (for phone manager menu)
  3. Press 1 (for personal options)
  4. Press 3 (to record a personal greeting)
- Then, depending on which of the 3 greeting types you wish to change:  
Press 2-to re-record your required standard greeting or

Press 3-to record your optional out of office greeting

### **SAMPLE VOICE MAIL GREETINGS**

Your voice mail greetings should include your name, your department, a brief statement advising the caller that they may leave a message after the tone, and instructions to dial 0 to be transferred to someone else in your office if they require immediate assistance. Some examples of voice mail greetings are as follows:

#### **STANDARD GREETINGS:**

##### IN the office:

Hello, this is (name) with (department). I am temporarily away from the office, but will be returning shortly.

If you require immediate assistance please dial 0 now and your call will be transferred.

Otherwise, please leave a detailed message, including your telephone number after the tone and I will call you back as soon as possible. Thank you.

NOTE: If you work "flexible" hours or days, indicate in your greeting what those hours are-i.e. My office hours are 7am to 5pm Monday through Thursday, I am off on Fridays. Please leave a detailed message and I will return your call during my normal business hours, ect.

##### SHORT absence:

Hi, this is (name) at (department). It is (day of the week). I will be out of the office until (date or day of the week).

If you need immediate assistance please dial 0 now, otherwise leave a detailed message after the tone,

and I will call you back when I return.

#### **OUT OF OFFICE GREETING**

##### LONG absence:

Hello, this is (name) with (department). I am sorry, but I will be unavailable until (date).

If you would like me to return your call at that time, please leave a message after the tone.  
If you would like to speak with someone now, you may press 0, or hang up and call (name) at (phone number) who will be handling my calls during my absence.

**NOTE:** If you will be out of the office for MORE than 30 days, and will not be checking your messages, please notify your system administrator at CIS to prevent messages from being automatically deleted during your absence.

These are just examples of greetings. Be sure to customize yours so it will be beneficial to you and your callers.

Remember, you can change your greeting from ANY touchtone phone, so if your schedule changes unexpectedly, call in and change your greeting.

### SENDING MESSAGES

The CallXpress system allows you to access your own mailbox, record a message and send that message to one, or more, voice mail subscribers with a few simple steps. A number of options let you control your recording session and your message's delivery.

For example, you can:

- Review and edit the message you are recording

- Delete the message and start again

- Send the message with an urgent status, alerting the recipient that this message is important

- Specify future delivery, so you can record your message now, but send it at a later time

- Restrict message forwarding to keep your confidential messages from being forwarded to other subscribers

- Request receipt notification, so you can confirm that your message has been received

### TO SEND MESSAGES:

1. Access your own voice mail box, when the system answers, press 2 (to send a message)
2. Enter the mail box number of the person you want the message sent to. If you do not know the recipient's mailbox number, press # and follow the voice instructions to get the number you need
3. Press 2 to start recording, press 2 to stop.
  - You can press 6 to review the entire message before sending it
  - You can press 4 at any time to delete the message you are recording and start over again.

4. Press 5 to send the message **OR** press 0 to choose from several delivery options:

Delivery options:

To specify future delivery - press 1

To mark the message urgent - press 2

To restrict message forwarding - press 3

To request receipt notification - press 5

To leave a call back number - press 8

Then press 5 to send. If you want to send the message to more than one person, follow the voice instructions after pressing 5.

## PERSONAL DISTRIBUTION MAILBOX

If you frequently send messages to the same group of people, you can save time and keystrokes by

requesting a personal distribution mailbox from you system administrator. Once the administrator sets this up,

you can send a single message to one mailbox and have it automatically delivered to a group of people.

You will be responsible for recording a name on that mailbox and maintaining the distribution list as needed.

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Cathy Trimble  
Computing & Information Services  
Telecom Support  
Eugene 4J Schools  
200 N. Monroe  
Eugene OR 97402  
[541-790-7799](tel:541-790-7799)