Voicemail and Telephone Tips

Note: Each teacher has two mailboxes, one is the same number as their extension. This one is where their voicemail messages will be recorded. The following instructions apply to this voicemail box. There is a separate instruction sheet relating to your "Assignments" mailbox.

1   Logging into your voicemail:
    1.1 If you are at your own telephone, press the MSG key and follow the prompts.
    1.2 If you are at someone else's telephone, dial extension 700 and follow the prompts.
    1.3 If you are outside the building, call 218-354-7428, wait for the automated attendant to answer, press the # key and follow the prompts. (Alternatively, when you are outside the building you may call any of the main phone numbers in the system, wait for someone to answer, ask them to transfer you to extension 700 and follow the prompts.)
2   Initial set-up of your voicemail:
    2.1 Record a greeting for your mailbox:
        2.1.1 Log into your voicemail.
        2.1.2 Press **G**reeting.
        2.1.3 Press **R**ecord.
        2.1.4 Speaking clearly into your handset (not the speakerphone), let callers know they have reached your voicemail and provide them with information and instructions for what to do. Commonly the greeting will be something like, "This is Mr. Teacher's voicemail box. For my homework assignments, please press 1. To leave me a message, start speaking after the prompt."
        2.1.5 Press the # key when finished recording.
        2.1.6 You can listen to your new mailbox greeting by pressing **L**isten.
    2.2 Record a name for your mailbox. This is <u>very</u> helpful to your automated attendant (after hours) callers:
        2.2.1 Log into your voicemail.
        2.2.2 Press **R**ecord **N**ame.
        2.2.3 Press **R**ecord.
        2.2.4 Speaking clearly into the handset, say your name and then press #.
        2.2.5 You can listen to your mailbox name by pressing **L**isten.
    2.3 To change your security code:
        2.3.1 Log into your voicemail.
        2.3.2 Press mailbox **OP**tions.
        2.3.3 Press **S**ecurity code and follow the prompts.
3   Retrieving (listening to) your voicemails:
    3.1 Log into your voicemail.
    3.2 Press **L**isten to listen to your messages.
    3.3 While listening to a message, or immediately afterwards (before you go to the next message), you can press **E**rase to erase the message; **SA**ve to save the message; **TI**me to hear the time and date the message was received; **B**ack to go back five seconds; **B**ack to the **B**eginning to go back to beginning of the message; **M**essage **F**orward to forward the message to another mailbox; and **L**isten to listen to the next message.
4   To turn on Auto Attendant Do Not Disturb (so that automated attendant callers go directly to your mailbox rather than ring your telephone):
    4.1 Log into your mailbox.
    4.2 Press **G**reeting for the greeting menu.
    4.3 Press **O**n to toggle AA_DND on.
5   Context-sensitive help is available whenever you are logged into your voicemail by pressing 0 (zero).

Telephone Tips

1   To transfer a call to another extension:
    1.1 Press the HOLD key on your telephone.
    1.2 Dial the extension number to which you want to transfer the call.
    1.3 (Optional) Wait for the party to answer and let them know you are transferring a call to them.
    1.4 Hang up.
2   To make a Conference Call:
    2.1 Establish the call with the first person.
    2.2 Press the CONF key.
    2.3 Establish the call with the second person..
    2.4 Press the CONF key twice; you are connected with both people.
3   To activate Do Not Disturb, press the DND key and then press 1 for external calls, 2 for intercom calls, 3 for all calls, or 4 for transferred calls. To cancel DND, press the DND key and then press 0 (zero).
4   You may prefer to use the Interactive Softkeys beneath the LCD display to use some features. Both methods work.

Assignments Mailbox

Programmable Function Key 12 is for your Assignments mailbox. Its number is your extension number plus 200. Log into it by pressing Key 12. The "Greeting" for your Assignments mailbox is whatever you want people to know about their assignments.