

# VOICEMAIL SYSTEM



## FIRST THINGS FIRST:

### Setting up your account for the first time:

1. Dial 67800 from school (or 506-7800 from outside the district).
2. At the first prompt (*Call Pilot from Nortel Networks, Mailbox?*), enter YOUR voicemail number (XXXXX), then #.
3. At the next prompt (*Password?*), enter your password (35 XXXXX), then #.
4. Press 84 and follow prompts to change your password (at least 6 digits). "Old Password" is the one you just got in with.
5. To record your greeting, press 821 and follow prompts. Press 5 to begin recording, and # to end recording. Don't forget to add, "*if you need immediate assistance, please press zero*". Press 2 to review your greeting.
6. To record your name, dial 829 and follow prompts.

VOICEMAIL COMMANDS: after you log in:

To: \_\_\_\_\_ Press:

Compose a message .....	75
(when you're finished recording, press 79 to send)	
Delete message .....	76
Forward a message.....	73
Go to next message .....	6
Go to previous message .....	4
HELP .....	*
Password change .....	84
Play message information .....	72
(caller, date and time received)	
Record greeting .....	821
Record name .....	829
Remote Notification.....	852
Reply to message.....	71
Restore after deleting (BEFORE you hang up).....	76
Send message after composing.....	79
Temporary Greeting .....	823
(follow prompts to automatically delete)	

## POLICIES and GUIDELINES:

- ✓ ALWAYS record a greeting (821) and record your name (829).
- ✓ ALWAYS change your initial password (84) to a unique password (at least 6 characters).
- ✓ ALWAYS include "*dial zero for immediate assistance*" when you record your greeting.
- ✓ CHANGE your greeting if you are going to be away from the office (823).
- ✓ CHECK your voicemail daily.
- ✓ Contact people who leave messages within one working day.
- ✓ DON'T activate your phantom number to ring in your classroom during student contact times.
- ✓ ALWAYS dial 10 digits to ensure caller ID is correct (even in the 763 area code)

## General Information

- ✓ Voicemail access (to check messages and setup mailbox)..... 67800 (506-7800 from outside district)
- ✓ Initial password to access voicemail box..... 35 + your box number (35 XXXXX)
- ✓ Express messaging (direct connect to voicemail to leave a message) ... 67899 (506-7899 from outside district)
- ✓ Internal numbers (numbers can be dialed ONLY from phones within the system) ..... 4XXXX
- ✓ DID number (number can be dialed from OUTSIDE the district)..... 6XXXX (506-XXXX from outside district)  
or 3XXXX (433-XXXX from outside district)
- ✓ To dial outside the district ..... 9 + number
- ✓ To dial **911** ..... 911
- ✓ Questions regarding system use ..... 6 HELP (64357)
- ✓ Questions regarding adds/moves/changes .....report to your building contact