

QUICK START VOICE MAIL USER GUIDE

IF YOU ARE A NEW VOICEMAIL USER, YOU WILL NEED TO SET UP YOUR MAILBOX.

1. DECIDE ON A SECURITY CODE BETWEEN 4 AND 10 DIGITS, CHOOSE SOMETHING EASY TO REMEMBER.
2. PREPARE YOUR GREETING, THIS IS WHAT YOUR CALLERS HEAR WHEN THEY REACH YOUR VOICE MAIL.

YOUR GREETING MUST INCLUDE THE FOLLOWING:

- YOUR NAME AND SCHOOL NAME or DEPARTMENT NAME
- THE INFORMATION YOU WOULD LIKE THE CALLER TO PROVIDE
- **PLEASE END YOUR GREETING WITH THE FOLLOWING STATEMENT:**

If your call is urgent and you need immediate assistance, press 0 now, to be transferred to our office.

YOU ARE NOW READY TO ACTIVATE VOICE MAIL

1. LIFT THE HANDSET, MAKE SURE YOU ARE ON YOUR FIRST LINE (your 4 digit extension)
2. DIAL 4400, WHEN THE SYSTEM ANSWERS, IT WILL ASK FOR YOUR SECURITY CODE. YOUR DEFAULT SECURITY CODE IS YOUR 4 DIGIT EXTENSION NUMBER.
3. THE VOICE MAIL SYSTEM WILL NOW PROVIDE YOU WITH THE FOLLOWING PROMPTS FOR:
 - CHANGING YOUR SECURITY CODE
 - RECORDING YOUR NAME – SAY ONLY YOUR NAME (NOT HELLO THIS IS...)
 - RECORDING YOUR GREETING (don't forget the greeting requirements listed above)

IMPORTANT: EACH STEP WILL INCLUDE A KEY PRESS TO START- WAIT FOR A FEW SECONDS TO HEAR THE INSTRUCTIONS TO SAVE EACH ENTRY!

ANYTHING YOU RECORD DURING THE TUTORIAL CAN BE CHANGED – SEE YOUR FRONT OFFICE STAFF FOR EASY STEPS TO MAKE THOSE CHANGES.

FORWARDING YOUR PHONE TO VOICEMAIL:

After completing your tutorial, you will need to “tell” your phone you are ready to use voice mail. You do this by forwarding your calls to voice mail. There are two types of forwarding, you need to do both steps IF YOU DO NOT FOLLOW THIS STEP, NO ONE WILL BE ABLE TO LEAVE YOU A MESSAGE TO ACTIVATE FORWARDING TO THE NEW VOICE MAIL SYSTEM:

Step 1:

LIFT THE HANDSET

DIAL *6 4400

WAIT FOR THE STEADY TONE

HANG UP (calls will now forward to voice mail if you don't answer your phone within 4 to 6 rings)

Step 2:

LIFT THE HANDSET AGAIN

DIAL *8 4400

WAIT FOR A STEADY TONE

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

OPTIONAL – CALL FORWARD ALL CALLS (Classroom staff will want to add this forwarding)

If you do not want your telephone to ring, and want ALL calls to forward to your voice mail:

Lift the handset and dial * 3 4400 (or press the option CFA button and dial 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 supersede those.

When you want to begin taking your calls again: Lift the handset and dial **3 (or press the optional CFA) this will cancel the call forward ALL-calls feature, but will leave the original no answer and busy forwarding in place.

4J SCHOOL DISTRICT - VOICE MAIL SYSTEM

ACCESSING YOUR MESSAGES

A small red LED lamp will light on your office telephone 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 a several options to choose from. You can:

Press 4 to DELETE the message.

If you accidentally deleted 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 be automatically 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 541-790-4400.

If calling from a 4J phone, other than your own, dial 4400, then * then #.

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

1. Access your mailbox (call 4400 if at a 4J site, or call 541-790-4400 remotely)
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 1-to re-record your required busy greeting or

Press 3-to record your optional out of office greeting

RE-RECORD your name:

1. Access your mailbox
2. Press 3 (for phone manager menu)
3. Press 1 (for personal options)
4. Press 5 (for recording your name)