

VOICE MAIL INSTRUCTIONS Shiawassee County

The first time a user of the voice mail system logs into their voice mail box, a tutorial will talk you through the first voice mail session. This session will instruct on how to set up a personal greeting, record a mailbox name, and how to change the mailbox passcode.

LOG IN PROCEDURES

1. **To Access Voice Mail From Your Own Phone**
 - Dial **2480** – or - **press the Msg. Envelope button**; wait for voice mail to answer
 - Enter your passcode
 - Note:** Temporary Passcodes are "**1234**"

2. **To Access Voice Mail From Another Phone**
 - Dial **2480**– or - **press the Msg. Envelope button**; wait for voice mail to answer
 - Dial ***** wait to hear "welcome to the message center"
 - Enter **XXXX**, ***** (XXXX = your 4 digit extension number)
 - Enter your passcode
 - Note:** Temporary Passcodes are "**1234**"

3. **To Access Voice Mail From Outside the Office**
 - Dial **(989) 743-2480**; wait for voice mail to answer
 - Enter *****, wait to hear "welcome to the message center"
 - Enter **XXXX**, ***** (XXXX = your 4 digit extension number)
 - Enter your passcode
 - Note:** Temporary Passcodes are "**1234**"

TO TRANSFER OUTSIDE CALLERS TO VOICE MAIL

If the outside caller is a non - Shiawassee County employee:

- Press the **Msg. Envelope button**
- Dial **XXXX** (XXXX being the mailbox of the person the call is for)
- Hang Up

If the outside caller is a County employee:

- Press the **Msg. Envelope button**
- Enter **XXXX** (XXXX being the mailbox of the employee)
- Hang Up – The employee calling in will then have to press, *****, to indicate they are a user of the voicemail and wanting to log into their mailbox.

To Change Your Personal Greeting

- Login
- Press **8** for **User Options**
- Press **4** to **Change your Greeting**
you will hear the following prompts:
 - Press **5** to **Listen** to current greeting
 - Press **7** to **Re-Record** greeting
 - Press **4** to change **Extended Absence** greeting
 - Press **9** to **Exit** to the main menu
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

- Log in
- Press **8** for **User Options**
- Press **4** to **Record** a greeting
- Press **4** to change **Extended Absence** greeting
You will hear the following prompts:
 - Press **7** to **record** extended absence greeting
 - Press **5** to **listen** to extended absence greeting
 - Press **3** to **enable/disable**
 - Press **9** to **exit**

Note: As soon as you record the extended absence greeting it is automatically enabled and playing. Once an extended absence greeting is activated users cannot bypass that alternate greeting when logging in. Callers must listen to the entire recorded extended absence greeting before they can leave a message.

To Deactivate Extended Absence Greeting

- Login
- Press **(1)** to retain extended absence greeting
- Press **(2)** to disable 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** for **User Options**
- Press **7** 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** to **Play Messages**

At This Point, You May:

- Press **7** to **Play** the current message again.
- Press **2** to **Answer** it directly back into the sender'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 a message, 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
- Press **84** to hear the time stamp (date/time message was left)
- 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** to **Make** a Message
Enter mailbox number or distribution list number you want to send the message to 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** the 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 **7** to request a **RECEIPT** - When requesting a receipt, a message will be sent back to your mailbox with the time and date the message was heard.
- Press **8** to mark a message **URGENT** - Urgent messages is the first messages heard when user logs into their mailbox.
- Press **3** for **FUTURE DELIVERY** – Future delivery allows a user to make a message today and have the system deliver it up to 60 days in the future.

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 (**01-99**)
- Press **6** to record a name for the distribution list (e.g. technicians)

At This Point, You May:

- Press **2** to **Add** members to a list; enter the mailbox numbers of the people you want as members of the distribution list.
- Press **3** to **Drop** members from a list
- Press **6** to **Record** a name for list
- Press **7** to **Review** the members
- Press **9** to **Save and Exit** the system

Call Scheduling Option

- Login
- Press **8** for **User Options**
- Press **2** to change **Call Schedule** options
- Press **3** to **Audit Future Delivery** messages
- Press **9** to **Exit** to the main menu

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. To reactivate the tutorial
Login
Press **8**
Press **8** to **Activate Tutorial**
4. Message Recovery: Users are able to recover messages after deleting them by pressing *.
This needs to be done immediately after discarding the message.



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V.Mail Flow

Follow tutorial to create new passcode, record name, and record greeting. Default passcode is 1234.

Accessing Voice Mail

From Your Phone:

Pick up handset
Press the Voicemail Envelope key or dial 2480
Passcode: _____

From any other Phone:

Pick up handset
Press the Voicemail Envelope key or dial 2480
Enter: * plus your own Mailbox Number followed by another *
Enter Passcode: _____

From Outside

Dial Auto Attendant number 989.743.2480

At the start of the Company greeting:

Press *, wait for "welcome to the message center"
Enter your mailbox number
Press *
Enter Passcode: _____

IF YOU HAVE A DID NUMBER:

Dial your own DID,
At the start of your greeting...
Press * (Tells system owner is calling)
Enter your Passcode: _____

FYI: TRANSFER CALLERS TO VOICEMAIL

Press the Voicemail Envelope button
Enter the extension number and hang up.

Play Messages (7)

- 7** to Play
- *** Rewind in 5 second increments
- 4** Fast Forward in 5 second increments
- 1** Pause in 30 second increments
- 5** To skip to Top of next message
- 7** to Play again
- 2** to Answer
- 4** to Give to another user
- 5** to Keep
- 3** to Discard
- 6** to Make a new message
- 9** to eXit message review

Enter destination mailbox, & record introduction ...

- 7** to Review
- 3** to Discard and Re-Record
- 2** to Append
- 6** for Message Addressing Options
- 9** to Send and Exit

Make Message (6)

- 6** to Make (record) Msg
- Enter Mailbox Number(s),
when finished entering mailbox
when finished recording message.
- 7** to Review
- 3** to Discard and Re-Record
- 2** to Append
- 6** for Message Addressing Options
- 9** to Send and eXit to Main Menu

Message Addressing Options:

- 2** to make Confidential
 - 7** to Request Receipt
 - 8** to mark Urgent
 - 3** to mark for Future delivery
- Press 9 to eXit and return to previous menu options.

User Options (8)

- 8** for User Options
- 4** to change Greeting
- 6** to change Name
- 7** to change Passcode
- 5** for Distribution Lists (01 - 09)
- 2** to change Call Schedule Options
- 8** to repeat Tutorial (reset mbx passcode, greeting, and passcode)
- 9** to eXit to Main Menu
- 5** to Listen to Greeting/Name
- 7** to Record Greeting/Name
- 4** to change your Extended Absence Greeting
- 9** to eXit to Previous Menu

9 to Exit

0 for an Operator

