

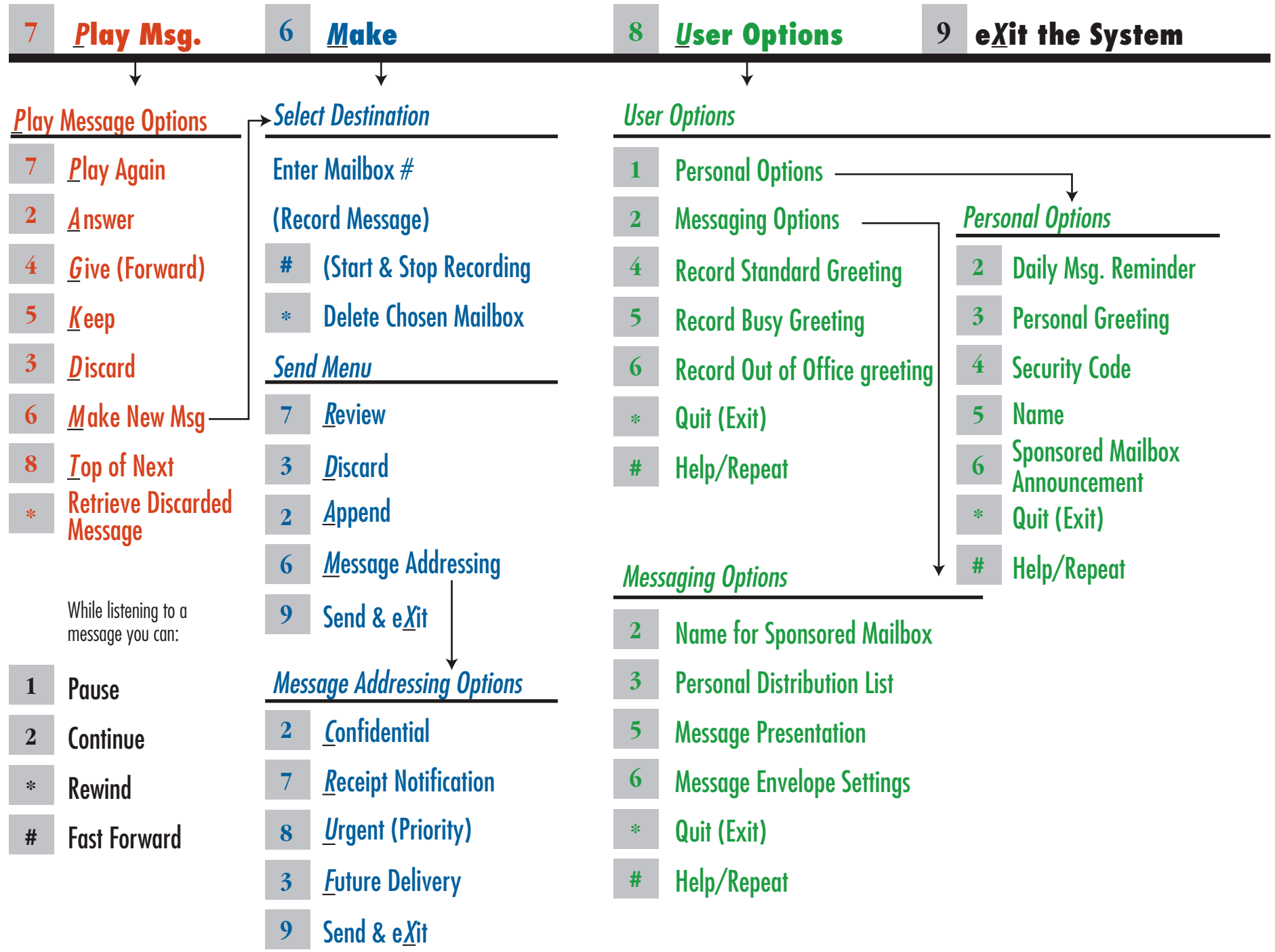
Voice Mail Reference Guide

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Voice Mail Feature Menu



Voice Mail Quick Reference Guide

The following are guidelines for accessing the most frequently used features of the new CallXpress Voice Mail system. Once you have accessed the system, please listen and carefully follow the tutorial prompts.

To call Voice Mail:

From your phone

Dial 1600. When Voice Mail answers, it will prompt you to enter your security code.

From another phone

Dial 1600. When Voice Mail answers, press * then # and your Mailbox number. Enter your security code when prompted.

Outside the District

Dial 571-1600. Press # and enter your Mailbox number. Enter your security code when prompted.

To Transfer a call directly into a Mailbox:

Press Transfer. Dial 1600, when Voice Mail answers, press *, then T (8) then the person's Mailbox number (same as their extension number) and hang up.

To Play messages

- Dial 1600
- Enter your security code
- Press P (7) to Play a message
- Press S (8) to Skip to another message

Message options

- Press A (2) to Answer the message
- Press D (3) to Discard (delete) the message
- Press G (4) + extension number to Give (a copy of) the message to another Mailbox
- Press K (5) to Keep (save) the message

To change your personal options

- Dial 1600
- Enter your Security Code
- Press U (8) for User Options
- Press 1 for Personal Options
 - Press 4 to change your security code
 - Press 5 to change your name
 - Press 3 to change Personal Greeting

***Voice Mails are retained
for 90 days from date recorded.
For assistance call the
Technology Help Desk
253.571.2378***

Setting Up Your Mailbox

All CallXpress users complete a quick setup tutorial the first time they log on to their Mailboxes. If you did not complete the setup tutorial, you will need to complete the following four tasks:

- Changing your security code
- Recording your name
- Recording your standard greeting

Changing Your Security Code

When your Mailbox is first created, it is assigned a default security code. To prevent other people from gaining access to your Mailbox, be sure to change your security code as soon as possible.

To change your security code:

- Dial 1600.
- Log into your Mailbox.
- At the main menu, press U (8) for User Options.
 - Press 1 for Personal Options.
 - Press G (4) to change your security code.
 - When prompted, enter your new security code, followed by the # key.

Note: The security code should be a minimum of 4, and a maximum of 15 digits.

- To confirm your new security code, you will be asked to enter it again, followed by the # key. You have successfully changed your security code.

Recording Your Name

Recording your name will identify your Mailbox. Example: When you leave a message for another user, the system will give your name before the message.

Setting Up Your Mailbox

Recording Your Name

(Continued)

To record your name:

- Dial 1600.
- Log into your Mailbox.
- At the main menu, press U (8) for User Options.
 - Press 1 for Personal Options.
 - Press 5 to access the option to record your name.
 - Press 2 to begin recording; say your name (first and last).
 - Press 2 to stop recording.

While recording your name, you have the following options:

<i>If you want to</i>	<i>Press</i>
------------------------------	---------------------

- | | |
|--|---|
| • Review your name | 6 |
| • Delete your name and start over | 4 |
| • Cancel and exit without saving
or recording | * |
| • Save the recording | 5 |

Recording Your Personal Greeting

Your personal greeting is what the callers hear when they are directed to leave you a voice message.

Note: You may want to write your greeting down on paper before recording it.

The following is an example of a typical personal greeting:

“You’ve reached the Voice Mailbox for <your name, and location>. I am not available to take your call. Please leave your name, number, and a message after the tone. I will return your call as soon as possible.”

To record your personal greeting:

- Dial 1600.
- Log into your Mailbox.
- Press U (8) for User Options at the main menu.

Setting Up Your Mailbox

Recording Your Personal Greeting

(Continued)

- Press 1 for Personal Options.
 - Press 3 to record a personal greeting.
 - Press 2 to record a greeting for all other conditions.
 - Press 2 to make a new recording.
 - Press 2 to begin recording.
 - Press 2 again to stop recording.

After recording your greeting, you have the following options:

<i>If you want to</i>	<i>Press</i>
• Review your greeting.....	6
• Delete your greeting and start over ..	4
• Cancel and exit without saving or recording.....	*
• Save the recording	5

Recording Your Busy Greeting

Your busy greeting is the message callers hear when you are on the telephone.

Note: You may want to write your greeting down on paper before recording it. The following is an example of a typical busy greeting:

“You’ve reached the Voice Mailbox for <your name>. I am on the phone right now. Please leave your name, number, and a message after the tone. I will return your call as soon as possible.”

To record your busy greeting:

- Dial 1600.
- Log into your Mailbox.
- Press U (8) for User Options at the main menu.
 - Press 1 for Personal Options.
 - Press 3 to record your personal greeting.
 - Press 1 to record your busy greeting.

Setting Up Your Mailbox

Recording Your Busy Greeting

(Continued)

After recording your greeting, you have the following options:

<i>If you want to</i>	<i>Press</i>
• Review your greeting.....	6
• Delete your greeting and start over	4
• Cancel and exit without saving or recording....	*
• Save the recording	5

Recording and Using Your Out-of-Office Greeting

When you are away from your office for an extended period of time, you can let people know by recording and activating an out-of-office greeting. CallXpress plays this recording to your callers instead of your standard greeting, until you turn it off again.

The following is an example of a typical out-of-office greeting:

“You’ve reached <your name, and location>. I am currently away from the office and will not be back until <date>. Please leave me a message and I will return your call as soon as I get back to the office. Thank you for calling.”

To record your out-of-office greeting:

- Dial 1600.
- Log into your Mailbox.
- Press U (8) for User Options at the main menu.
 - Press 1 for Personal Options.
 - Press 3 to record a personal greeting.
 - Press 3 to record and set your out-of-office greeting.
 - Press 2 to begin recording.
 - Press 2 again to stop recording.

Setting Up Your Mailbox

Recording and Using Your Out-of-Office Greeting (Continued)

<i>If you want to</i>	<i>Press</i>
• Review your greeting.....	6
• Delete your greeting and start over	4
• Cancel and exit without saving or recording.....	*
• Save the recording	5

Note: As soon as you have saved your out-of-office greeting, it is activated. If you do not want it activated yet, you need to log out and then log back in to your Mailbox to hear the option to turn it off. Note that the greeting is still saved. If you wish to re-activate it, you can follow the steps 1 – 5 above. CallXpress reminds you that your out-of-office greeting is active each time you log into your Mailbox and will give you the option to turn it off.

Reviewing Your Current Greetings

After you have personalized your Mailbox, you may want to check your personal and out-of-office greetings from time to time. Reviewing your greetings also tells you whether or not the out-of-office greeting is currently active.

To review your current greetings:

- Dial 1600.
- Log into your Mailbox.
- Press U (8) for User Options at the main menu.
 - Press 1 for Personal Options.
 - Press 3 to record a personal greeting.

You have the following options:

<i>If you want to</i>	<i>Press</i>
• Record a busy greeting.....	1

Setting Up Your Mailbox

Reviewing Your Current Greeting (Continued)

<i>If you want to</i>	<i>Press</i>
• Record a greeting for all other conditions....	2
• Record and set your out of office greeting....	3

Message Menu Options

Playing Unread and Saved Messages

- Dial 1600.
- Log into your Mailbox. (You will be told how many unread/saved messages you have.)
- Press P (7) to Play Messages at the main menu.

While listening to a message, you have the following options:

<i>If you want to</i>	<i>Press</i>
• <u>P</u> lay Again	P (7)
• <u>A</u> nswer.....	A (2)
• <u>G</u> ive (Forward)	G (4)
• <u>K</u> eep	K (5)
• <u>D</u> iscard.....	D (3)
• <u>M</u> ake New Message.....	M (6)
• <u>T</u> op of Next Message	T (8)
• Retrieve Discarded Message	*
• Pause.....	1
• Continue (Resume).....	2
• Rewind.....	*
• Fast Forward	#

Message Menu Options

To Answer (To reply to a message)

(This is to answer OR Transfer to another Mailbox within the District. Calls cannot be answered or Transferred to callers outside the District.)

- Press 2 while listening to the message.
- The name of the person who will receive your answer will be confirmed.

While answering a message, you have the following options:

<i>If you want to</i>	<i>Press</i>
------------------------------	---------------------

- | | |
|---------------------------------|---|
| • Record an introduction | 2 |
| • Transfer to that person | 8 |

If you choose to Transfer to that person, you will exit Voice Mail and be Transferred to that extension. The original message will be kept as a saved message in your Mailbox.

To Give (Forward to another Mailbox within the District)

(This is to Give a copy of the message to another Mailbox. Messages cannot be forwarded to users outside the District.)

- Press G (4) while listening to the message.
- Enter the Mailbox of the person to forward the message to.

You have the following options:

<i>If you want to</i>	<i>Press</i>
------------------------------	---------------------

- | | |
|---|---|
| • Enter another Mailbox | Mailbox Number
(The system will allow you to keep adding Mailboxes.) |
| • Delete the current Mailbox | * |
| • Record an Introduction | # |
| • Stop Recording the Introduction
and access additional options..... | # |

Message Menu Options

To Give (Forward to another Mailbox within the District)

(Continued)

Once you stop recording the introduction, you have the following options:

<i>If you want to</i>	<i>Press</i>
------------------------------	---------------------

- | | |
|----------------|-------|
| • Review | R (7) |
| • Discard..... | D (3) |
| • Append | A (2) |

You may also press M (6) to choose from the following message options:

<i>If you want to</i>	<i>Press</i>
------------------------------	---------------------

- | | |
|---|-------|
| • Mark the message <u>C</u> onfidential | C (2) |
| • Request a return <u>R</u> ceipt..... | R (7) |
| • Mark the message <u>U</u> rgent | U (8) |
| • Mark for <u>F</u> uture delivery..... | F (3) |
| • <u>E</u> xit the menu | X (9) |

Upon completing your message and any of the above message options:

- Send the Message & Exit..... X (9)

After sending the message, you will be prompted to act on your original message.

Follow the “Playing Unread and Saved Messages” table above for options.

Making a Message for another Mailbox

- Dial 1600.
- Log into your Mailbox.
- Press M (6) at the main menu to Make a Message.

- Enter the Mailbox number.

<i>If you want to</i>	<i>Press</i>
------------------------------	---------------------

- | | |
|-------------------------------|-------------|
| • Enter another Mailbox | Mailbox No. |
|-------------------------------|-------------|

Message Menu Options

Making a Message for another Mailbox (Continued)

- | <i>If you want to</i> | <i>Press</i> |
|---|---------------------|
| • Delete the current Mailbox | * |
| • Record the Message | # |
| • Stop Recording the Message
and access additional options | # |
| • Send the Message | 9 |

After recording a message, you have the following options :

- | <i>If you want to</i> | <i>Press</i> |
|------------------------------|---------------------|
| • <u>R</u> eview | R (7) |
| • <u>D</u> iscard | D (3) |
| • <u>A</u> ppend | A (2) |

You may also press M (6) to choose from the following

Message-Addressing Options:

- | <i>If you want to</i> | <i>Press</i> |
|---|---------------------|
| • Mark the message <u>C</u> onfidential | C (2) |
| • Request a return <u>R</u> eceipt | R (7) |
| • Mark the message <u>U</u> rgent | U (8) |
| • Mark for <u>F</u> uture delivery..... | F (3) |
| • <u>E</u> xit the menu | X (9) |

Distribution Lists

A distribution list is used to give messages to a group of Mailboxes with a predefined Mailbox number. For example, a distribution list can contain the Mailbox numbers for all users in a particular department or for everyone assigned to a project. A distribution list number is assigned to you, after which you can add or delete Mailboxes to that list. If you would like to set up a distribution list, call Telecommunications, extension 1234, or extension 1446.

Distribution Lists

Modifying a Distribution List:

Once you have the distribution list number, (for example 9990) you will be able to begin adding Mailboxes.

- Dial 1600.
- Log into your Mailbox.
- Press U (8) for User Options at the main menu.
 - For Messaging Options, press 2.
 - For a Distribution List, press D (3).
 - Enter the Distribution List number you would like to change.

- | <i>If you want to</i> | <i>Press</i> |
|--|---------------------|
| • Add a member | 1 |
| • Remove existing members | 2 |
| • Create a list of current members | 3 |
| • Record a name for this list..... | 4 |
| • Quit | * |

Record and Send a Message to a Distribution List

- Dial 1600.
- Log into your Mailbox.
- Press M (6) to Make a message.
 - Enter the distribution list number.

- | <i>If you want to</i> | <i>Press</i> |
|---|---------------------|
| • Enter another distribution list number | Dist. List No. |
| • Delete the current distribution list number | * |
| • Record the Message | # |
| • Stop Recording the Message | # |
| and access additional options | |
| • Send the Message | 9 |

