



VOICE MAIL INSTRUCTIONS FOR ST. CLAIR COUNTY RESA

THE FIRST TIME A USER OF THE VOICE MAIL SYSTEM LOGS INTO THEIR VOICE MAIL BOX, A TUTORIAL WILL "TALK YOU THROUGH" YOUR FIRST VOICE MAIL SESSION. THIS SESSION WILL INSTRUCT YOU ON HOW TO SET UP A PERSONAL GREETINGS, RECORD YOUR NAME, AND HOW TO CHANGE YOUR PASSCODE.

NOTE: PLEASE DO NOT USE 0 AS THE LEADING DIGIT OF YOUR NEW PASSCODE

LOG IN PROCEDURES

1. To Access Voice Mail From Your Own Phone

- Dial **8634** or (press the **call v.mail** button on your phone) wait for voice mail to answer
- Enter your passcode

Note: Temporary Passcodes are "1111"

2. To Access Voice Mail From Someone Else's Phone

- Dial **8634** or (press the **call v.mail** button) wait for voice mail to answer
- Press **0, #**
- Enter **XXXX** (XXXX = your 4 digit extension/mailbox number)
- Enter your passcode

Note: Temporary Passcodes are "1111"

3. To Access Voice Mail From Outside of the Office

- Dial **1-810-364-8634**, wait for voice mail to answer
- Press **#, XXXX** (XXXX = your mailbox number)
- Enter your passcode

TO TRANSFER OUTSIDE CALLERS TO VOICE MAIL

If the outside caller is a customer/client:

- Press the **Trans/Conf** button
- Dial **8630**, wait for voice mail to answer
- Enter the mailbox number to transfer the caller to
- Hang Up (you will want to hang up as quickly as possible so the caller hears the entire personal greeting).

If the outside caller is a RESA employee:

- Press the **Trans/Conf** button
- Dial **8634**, wait for voice mail to answer
- Press **0, #**
- Hang Up
- The employee will then have to enter their own mailbox number and passcode

USER OPTIONS:

To Change Your Personal Greeting

- Login
- Press **U** (the 8 key) for user options
- Press **G** (the 4 key) to record a greeting

you will hear the following prompts:

- Press **P** (the 7 key) to change your **Primary** personal greeting
- Press **B** (the 2 key) to change your **Busy** greeting
- Press **L** (the 5 key) to change your **Location** greeting
- Press **O** (the 6 key) to record **Optional** greetings (01-99)
- Press **I** (the 4 key) to record **Internal** Greeting
- Press **E** (the 3 key) to enable **Optional** greeting
- Press **X** (the 9 key) to exit to the main menu

After you make a choice of the type of greeting you want to record the v.mail will repeat what is currently recorded.

At This Point, You May:

- Press **1** to accept
- Press **2** to re-record
- Press **3** to delete
- Press **4** to review
- Press **#** to return to the previous menu

NOTE: To disable an optional greeting you must log back into your mailbox, go into user options, go back into enable optional greetings and press **0** to re-activate the default greetings.

To Record Your Name In Your Mailbox

- Login
- Press **U** (the 8 key) for user options
- Press **N** (the 6 key) to record your name

After you press **N** to record your name the v.mail will repeat what is currently recorded.

At This Point, You May:

- Press **1** to accept
- Press **2** to re-record
- Press **3** to delete
- Press **4** to review
- Press **#** to return to the previous menu

To Change Your Personal Passcode

- Login
- Press **U** (the 8 key) for user options
- Press **P** (the 7 key) to change your passcode
- Enter a new 4 - 15 digit passcode followed by the **#** sign
- To confirm re-enter your new passcode followed by the **#** sign
- Once you have entered your new passcode that should be the passcode you use the next time you login to your mailbox.

NOTE: PLEASE DO NOT USE 0 AS THE LEADING DIGIT OF YOUR NEW PASSCODE.

USER OPTIONS CONT.:

To Create or Modify a Personal Distribution List

- Login
- Press **U** (the 8 key) for user options
- Press **L** (the 5 key) to create or change an existing distribution list
- Press **A** (the 2 key) to add a distribution list
- Press **D** (the 3 key) to delete a distribution list
- Press **M** (the 6 key) to modify a distribution list
- Press **X** (the 9 key) to exit to the main menu

If you choose **A** to add:

- Enter list number to add (1-59 is reserved for company distribution lists - users can start at 60)
- Record the list name at the tone, when finished press #
- The v.mail system will repeat the list name; press **1** to accept or press **2** to re-record

At This Point You May:

- Press **A** (the 2 key) to add a distribution list member
- Press **D** (the 3 key) to delete a distribution list member
- Press **N** (the 6 key) to record the distribution list name
- Press **R** (the 7 key) to review distribution list members
- Press **X** (the 9 key) to return to the main menu

Additional Options:

- Login
- Press **U** (the 8 key) for user options
- Press **A** (the 2 key) for additional mailbox options
 - Press **N** to change notification settings
 - Press **T** to change call transfer settings

TO MAKE & SEND MESSAGES:

- Login
- Press **M** (the 6 key) to make a message
- Enter the destination mailbox number; the system will repeat the destination number if this is correct Press **1** otherwise press **2** - If sending a message to a distribution list press *, followed by the distribution list number.
- Press # when finished adding recipients
- Record the message, press # when finished

At This Point, You May:

- Press **R** to review your message
- Press **D** to discard it
- Press **A** to append and continue recording
- Press **M** to access message addressing options (see next item)
- Press **X** to send message & exit to main menu

Message Addressing Options

- Press **C** to mark a message **CONFIDENTIAL** - When marking a message confidential the recipient of the message cannot give the message to other users.
- Press **R** 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 **U** to mark a message **URGENT** - Urgent messages are the first messages heard when user logs into their mailbox.
- Press **F** to mark a message **FUTURE** - Future messages are not delivered until the requested date and time.

TO LISTEN TO YOUR MESSAGES:

- Login
- Press **P** (the 7 key) to play messages

NOTE: If you have both new and saved messages the system will prompt you to press **1** to listen to new (unread) messages, press **2** to listen to saved (read) messages or press **9** for all messages.

At This Point, You May:

- Press **P** (the 7 key) to play the current message again
- Press **A** (the 2 key) to answer the message. You can do one of the following:
 - Press **S** (the 7 key) to reply with a voice message to the sender.
 - Press **O** (the 6 key) to reply with a voice message to other recipients and sender.
 - Press **C** (the 2 key) to call the sender back.
- Press **G** (the 4 key) to give it to another user. You can do one of the following:
 - Press **1** to forward with comment - if forwarding with comment you will then record the comment.
 - or
 - Press **2** to forward without comment.

You will then have to enter the person's mailbox you want to give the message to. The system speaks the destination information and prompts you to confirm.

- Press **K** (the 5 key) to keep the message
- Press **D** (the 3 key) to delete the message
- Press **1** to play the message envelope (date and time the message was left)

NOTE: While listening to your messages, the following features can be used:

- Pressing * will move you backward 5 seconds into the message
- Pressing # will move you forward 5 seconds into the message
- Pressing **T** (the 8 key) will move to the top of the next message, without changing the current messages status (old/new)
- Pressing **1** will pause the message and pressing 1 again resumes message playback.

VOICE MAIL HINTS

1. Pressing **X** (the 9 key) will always return you to the previous menu
2. While listening to someone's personal greeting pressing "**1**" moves you to the end of the greeting.
3. To speed up the login process press the # key after you enter your passcode.