

HIGHLAND SCHOOL DISTRICT **Voicemail & Phone User Guide**

SETUP MAILBOX:

- Press *17 from your OWN phone and press #
Enter default password: 1234 and press #
- Press 1 to record your name (first/last name)
Record your name and press 1
To re-record your name, press 1
To approve your name, press #

CHANGE PASSWORD

- Personal, press 5 (not voiced)
Password, press 4
Enter new password, press #
Re-enter new password, press #

RECORD GREETING:

- Press 3 to administer your greetings
To create your greeting, press 1
Enter greeting number. Choose the appropriate greeting number (1-9)
Record your personal greeting, press 1
Press # to approve your greeting
- **YOU MUST NEXT ACTIVATE GREETING 1 FOR ALL CALLS**
To make greeting 1 active for ALL CALLS, press 1

TO LISTEN TO MESSAGES

- Log into your mailbox
- To get messages, press 2
- To listen to messages, press 0
- To delete messages, press *3 and to undelete, press **8
- To skip and go to next message, press #

TO LOG INTO YOUR MAILBOX FROM ANOTHER LOCATION:

External: Call 509.678.8877 – enter mailbox number #, password #
(or call your phone number if external) and when it answers press *7

Internal: Press *18 from any phone and you will be prompted to enter mailbox & password

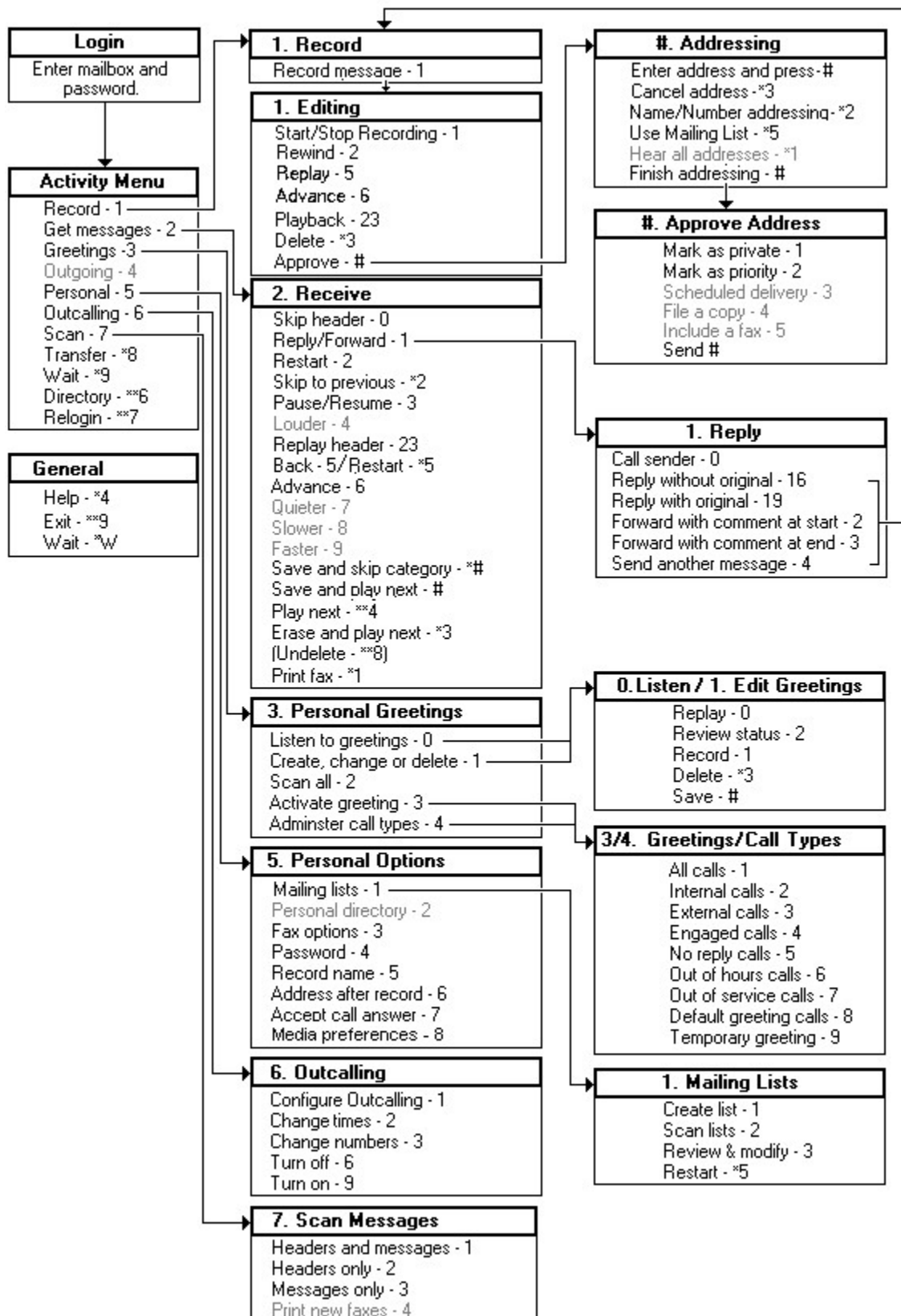
VOICEMAIL TIDBITS:

Voicemail Help – you can press *4 anytime while in your mailbox to listen to the Help Menu.

To skip a user's greeting, press 1 and you will hear a tone to record a message

Visual mailbox may be used by pressing the Messages button (looks like an envelope), which allows you to visually access your mailbox by reading the display on your phone.

To leave a message without ringing a user's phone – press Messages key and scroll to Message – follow prompting



PHONE FEATURES (also see phone guide)

DND – DO NOT DISTURB

When pressed and activated, all calls immediately direct to your Voicemail. Press the **DND** button and a marker appears next to the feature. To turn off, press the **DND** button again and the marker disappears. Note: While DND is set, you will hear a reminder tone when you lift the handset

CALL PARK & UNPARK

Parking a call enables anyone to pick up call from any extension.

PARK – have call and press **PARK** hang- up

UNPARK – go to any phone, press the flashing **PARK** key look in display and press the soft key *Pickup* to retrieve call.

DIRECT VOICEMAIL TRANSFER

Visual Voicemail: Press your **Message** button, then enter the extension number for direct transfer of the connected call to the voicemail box of the entered extension and press Select from soft key. Hang up. Caller hears one ring (not user) and will hear greeting.