

Tutorial for Setting-up Voicemail

You MUST go through the entire tutorial in order to complete the set-up. If you fail to do so, you will have to go through the tutorial again to set-up your voicemail.

Dial 1900 or press the Voicemail Button to access the tutorial to set up your voicemail.

Welcome to your new voicemail system.

Please enter your new password - Password must be between 4 and 15 numbers.

1. Enter **Password**

- a. Enter password, then press #.
- b. To confirm, re-enter your password, then press #.
- c. Your password will be active the next time you call

2. Enter All 3 Greeting Messages listed below

Three possible greetings include personal, busy and unavailable.

* Tip 1: There is NO beep to indicate when to start recording your greeting.

* Tip 2: **Wait one second after you finish recording your greeting to press #. Otherwise it cuts off the end of your last word.**

i. **Personal Greeting:**

1. This is your default voicemail greeting.
2. To review the current greeting, press 1
3. To initially record, press 2.
4. Record message: *You have reached (your name), please leave your name, number and a brief message and I will return your call as soon as possible.* press #.
5. To accept this greeting, press 1.
6. To re-record your greeting, press 2.
7. To delete your greeting, press 3.
8. To review your greeting, press 4.
9. To return to the previous menu, press #

ii. **Busy Greeting:**

1. This is the greeting given when you are on your phone or you have placed your phone on Do Not Disturb.
2. To review the current greeting, press 1
3. To initially record, press 2
4. To skip and not record, press any key besides 1 and 2.
5. Record message: *You have reached (your name), I am currently on the phone or unavailable to take your call, please leave your name, number and a brief message and I will return your call as soon as possible.* press #.
6. To accept that recording, press 1.
7. To re-record your greeting, press 2.
8. To delete your greeting, press 3.
9. To review your greeting, press 4.
10. To return to the previous menu, press #

iii. Unavailable Greeting:

1. We are unsure as to when this message is used so we asked that you make it the same as your busy greeting.
2. To review the current greeting, press 1
3. To initially record, press 2
4. To skip and not record, press any key besides 1 and 2.
5. Record message: *You have reached (your name), I am currently on the phone or unavailable to take your call, please leave your name, number and a brief message and I will return your call as soon as possible.* press #.
6. To accept that recording, press 1.
7. To re-record your greeting, press 2.
8. To delete your greeting, press 3.
9. To review your greeting, press 4.
10. To return to the previous menu, press #

3. Enter **Name**

a. Record your name

i. This is your first and last name

1. To review the current name, press 1
2. To initially record, press 2.
3. Record message: *First Name, Last Name.* press #.
4. To accept this greeting, press 1.
5. To re-record your greeting, press 2.
6. To delete your greeting, press 3.
7. To review your greeting, press 4.
8. To return to the previous menu, press #

Once you have set up your voicemail...

1. Dial 1900 or press the voicemail button on your phone to access your voicemail
2. Enter your password
3. "Message announcement": You have __ messages
4. Menu

P: to play messages

D: to delete messages

M: to make a new message

L: to call a contact from your contact list

A: to set availability status

U: to change user options – **choose this option to change your 3 greetings, password, and name.**

X: to access other message folders

0: to return to the attendant

#: to dial an extension

X: to exit the system

To access Davie County Schools Message Center from home please dial 336.753.1198
To access Davie County Schools Message Center from another phone within Davie County Schools (Mitel Telephone that is not assigned to you) please dial 1198