

# TELEPHONE & VOICE MAIL INFORMATION

2005/2006

## **To place an Internal telephone call dial the 4-digit extension number.**

\*You can call from building to building using 4-digit dialing.

\*Classroom extensions do not match teachers voice mail numbers. During school hours please limit classroom calls to urgent situations.

## **To place an external telephone call**

Dial 9 + telephone number

### **Setting up new voicemail from classroom phone**

Dial 6050

When the Northmont voice message center answers dial 9 + your 4-digit extension and follow the tutorial. Do not hang up until you hear "Great! Welcome to the Voice mail system" or you will not have completed the process.

### **Setting up new voicemail from home**

Dial 832-6050

When the Northmont voice message center answers dial 9 + your 4-digit extension and follow the tutorial

When setting up your voicemail greeting/Homework Hotline, teachers only need to include "Press 1 to leave a message." If you do not say press 1, your greeting/Homework Hotline will loop and callers will not be able to leave messages.

### **Sample Teacher Voice Mail Greeting**

Hello this is Mary Smith with Northmont Schools. I am teaching a class at this time. If you would like to leave a message, please press 1 now. If this is an emergency please press 0 now, and your call will be transferred to the school office. The homework assignments for Wednesday August 17th are...

### **How to change assignments on your Homework Hotline**

1. Access your mailbox by dialing 6050, press 9 + your 4-digit extension
2. When asked to access your setup options, press 1
3. Press 1 to change your greeting
4. When your old greeting begins to play, press 1 again.
5. Press 2 when asked if you want to switch to your alternate greeting
6. Press 1 to rerecord your greeting/Homework Hotline.

### **Checking voice mail from classroom phone**

Dial 6050, when the Northmont message center answers press 9 + your 4-digit extension and your security code. If the system is asking for your security code before you enter your voice mail number press ## to reach the Northmont voice message center. Then press 9 + your 4-digit extension and follow the prompts (press 1 for yes and 2 for no).

### **Checking voice mail from home**

Dial 832-6050

When the Northmont voice message center answers dial 9 + your 4-digit extension and follow the prompts (press 1 for yes and 2 for no)

### **Change your security code**

1. Dial 6050, then your security code (if you forgot your code call Jean Bennett at ext 5066)
2. When asked to access your setup options, press 1
3. When asked to change your personal options, press 1
4. Press 1 to change your security code and follow the prompts

## **Options available while listening to messages**

|                     |    |                      |    |
|---------------------|----|----------------------|----|
| Repeat message      | 3# | Archive a message    | 37 |
| Save message as new | 30 | Hear time of message | 38 |
| Check next message  | 35 | Redirect a message   | 39 |
| Delete a message    | 36 | Exit                 | *  |

### **Additional Voice Mail Information**

1. New unheard messages will be held for 14 days.
2. Any message that has been listened to will automatically be saved for 14 days or until reviewed again.
3. **After reviewing a saved message, you must archive the message or it will be deleted.** The system will ask if you wish to archive the message. Press 1 for yes.
4. Archived messages will remain for 14 days or until reviewed. They must be archived again after review if you wish to keep them longer.

### **Message light staying on and there are no new messages**

At the HS and MS Call Jean Bennett at ext 5066.

At the elementary buildings with the handset in the cradle press **< speaker \*03 >** to turn off the red light. If this doesn't work call Jean Bennett at ext 5066.

## **TELEPHONE FEATURES**

### **Feature + 3**

Used to select the ringer tone for your phone

### **Up & Down arrow button**

1. When the phone is ringing this button controls the volume of the ring
2. When you are speaking on the phone this button controls the volume of the person speaking

### **Call Transfer**

- With call in progress, press the TRANSFER button. You will hear a stutter dial tone.
- Dial the extension number and wait for an answer
- Announce the call then hang up to complete the transfer

**\*If you need to retrieve the call, press the TRANSFER button again & you will have the original caller back.**

**At the High Xchool/Middle School**

**\*\*If you transfer a call & it goes to voicemail, and you want to retrieve it, press # then \*\*\* & the TRANSFER button to cancel the transfer**

**At the Elementary Buildings**

**\*\*If you transfer a call & it goes to voicemail, and you want to retrieve it, press < \*\*\* & the TRANSFER > button to cancel the transfer**

If you have any questions or concerns please contact Jean Bennett at ext 5066

