

TELEPHONE & VOICE MAIL USER'S GUIDE *for Marshalltown Office*



TO REACH OUR SWITCHBOARD

- Press 0



TO PLACE AN OUTSIDE CALL

- Press 9-listen for dial tone
- Enter phone number you wish to reach



TO PLACE AN INSIDE CALL

Press the extension number you wish to reach



TO LOG INTO VOICE MAIL

To log in from your phone

- Press *Voice Mail* key
- Enter your passcode
- Follow the prompts

To log in from any phone:

- Press *Voice Mail* key
- Press *(star)
- Enter mailbox number
- Enter your passcode
- Follow prompts



TO CHECK YOUR MESSAGES FROM OUTSIDE CENTRAL OFFICE

Call 1-800-735-1539 or 1-641-753-3564 and ask for your extension number.

- Press *(star)
- Enter passcode
- Follow prompts



TO LEAVE A MESSAGE DIRECTLY IN SOMEONE'S VOICE MAILBOX OR IN A GUEST VOICE MAILBOX

You can bypass ringing someone's phone to leave a message

- Press *Voice Mail* key
- Enter your passcode
- Press M (6) to make new message
- Enter the other person's extension number
- Record message



TO RECORD YOUR PERSONAL GREETING

(Encouraged to update daily)

- Press *Voice Mail* key
- Enter your passcode
- Press U (8) for user options
- Press G (4) to change greeting
- Follow the prompts



TO CHANGE YOUR PASSWORD

- Press *Voice Mail* key
- Enter passcode
- Press U (8) for user options
- Press P (7) (change passcode)
- Follow prompts



MAIN COMMANDS IN VOICE MAIL SYSTEM

- Press the *Voice Mail* key
- Enter your passcode
- To Leave a Message: Press M (6)
- For User Options: Press U (8)
- To Return to Attendant: Press zero (0)
- To Exit: Press X (9)
- To dial an extension: Press the Pound Key (#)



VOICE MAILBOX COMMANDS

- Press the *Voice Mail* key
- Enter your passcode
- For User Options: Press U (8)
- To change your greeting: Press G (4)
- To change your name: Press N (6)
- To change your passcode: Press P (7)
- To change a distribution list: Press L (5)
- To Exit: Press X (9)



TO TRANSFER A CALL

- Press *Transfer* key 
- Press extension desired
- Wait for ringing then hang up

continued



TO FORWARD CALLS DIRECTLY INTO YOUR VOICE MAIL

- Press *Do Not Disturb* key (The light will be on to show that it is in DND mode).



TO FORWARD YOUR CALLS TO A DIFFERENT NUMBER

- Press the blue key
- Press *Call Forwarding* option (on the screen)
- Enter the number you wish to receive calls at
- Press *Activate*



TO PROGRAM “SPEED DIAL” NUMBERS INTO YOUR PHONE

- Press the blue key
- Press *Settings*
- Press Programmable keys
- Select the key to program
- Press the *Speed Call*
- Edit the label (name)
- Edit the number
- Press *Save*
- Press *Close*
- Press *Close*



TO USE YOUR “PERSONAL” SPEED CALL NUMBERS

- Press the key designated

NUMBERS TO REMEMBER

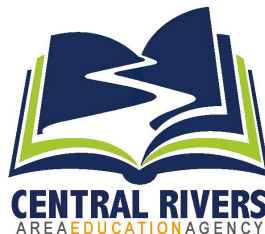
Personal Extension# _____

Personal Voice Mailbox# _____

(FOR MORE SPECIFIC INFORMATION

CONTACT Terry Davis @

EXTENSION 2461



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Sample Script for Daily Voice Mail Greeting: **(Contract/work day)**

Hello, this is Sam Miller, Chief Administrator. I am away from my office or on the phone right now but your call is very important to me. Please leave your name and number and the best time to reach you and I will return your call within 24-hours. If you would like immediate assistance, please contact my assistant, Lori Thomas, at extension 8201. Thanks and have a great day!



Sample Script for Daily Voice Mail Greeting: **(Off-contract/Vacation day)**

Hello, this is Sam Miller, Chief Administrator. I am away from my office until (date) but your call is very important to me. Please leave your name and number and the best time to reach you and I will return your call when I return. If you would like immediate assistance, please contact my assistant, Lori Thomas, at extension 8201. Thanks and have a great day!