



Basic Voice Mail Operation Guide For  
Madison Local Schools





# Voice Mail

## ***Voice mail navigation notes***

Menu options generally correspond with the name of their function.

For example: **Record Name** is **76** because R is found on button 7 and N is button 6. A list of mailbox menu options is provided on the last page of this guide.

Pressing [0] during a menu will repeat the menu options.

Pressing [#] during a menu will exit the current menu and move “up” to the parent menu.

## ***Prompted mailbox setup***

1. If your mailbox has not been accessed before it will guide you through a short setup tutorial.
  - (a) If the tutorial is not active you may either contact TDS support to have the tutorial enabled for the next time you access your mailbox or you may continue to the “Changing your mailbox greetings and password manually” section.
2. Press [Call Back] or the flexible button marked [Voice Mail] or dial [\*620]
3. The system will ask you for your password, it is [0] [0] [0] [0] by default.
4. Follow the prompts in order to record your greeting, directory name, and change your password.

## ***Accessing your voice mailbox***

1. If you have a voice mail message [Call Back] and [Voice Mail] (if applicable) will blink.
2. Press [Call Back] or [Voice Mail] or dial [\*620].
3. When prompted, enter your mailbox password.
4. The mailbox will announce your number of new messages.
5. Following the prompts, press [5] to listen to new messages.
6. If no new messages are present the mailbox will only offer to record/send a message and continue to the main menu.

## ***Accessing your voice mailbox remotely***

1. Dial into the automated attendant of any school.
2. Once the auto-attendant announcement begins playing press [#].
3. When prompted, enter your mailbox number. This is your extension number.
4. When prompted, enter your mailbox password.
5. The mailbox will announce your number of new messages.

6. Following the prompts, press [5] to listen to new messages.
7. If no new messages are present the mailbox will only offer to record/send a message and continue to the main menu.

### ***Changing your mailbox greetings and password manually***

1. Access your mailbox.
2. From the main menu choose one of the following tasks
  - (a) Record a new greeting
    - i. Press [4] to enter the greeting management menu.
    - ii. Press [7] to record over the active greeting.
    - iii. Press [#] when finished.
    - iv. Press [#] to return to the previous menu.
  - (b) Record a mailbox directory name.
    - i. Press [7] [6] to enter the mailbox name management menu.
    - ii. Press [7] to record over the mailbox name.
    - iii. Press [#] when completed recording.
    - iv. Press [#] to return to the previous menu.
  - (c) Change your mailbox password.
    - i. Press [6] [7] to access the mailbox options menu.
    - ii. Press [7] to change your security code.
    - iii. Press [#] when completed.
    - iv. Press [#] to return to the previous menu.

### ***Programming a button for another mailbox***

It is possible to monitor and directly access another mailbox for messages.

If a group of users needs an additional mailbox or ring group created, please contact support.

Mailbox buttons will blink when there is a message and pressing it prompts you for the mailbox password.

1. Press [Trans/PGM]
2. Press the flexible button you wish to program.
  - (a) A tone will sound and the programming of the selected button will be displayed on the screen.
3. Enter [\*620] followed by the mailbox number.

- (a) The mailbox number will not display on the screen while you type it, continue anyway.
- 4. Press [Hold/Save]
- 5. Press [Speaker] to exit programming.

## MAIN Menu

**L** Listen to Voice Messages **5**

While listening you can:

<b>RE</b>	Record a REply	<b>73</b>	<b>B</b>	Backup a Few Seconds	<b>2</b>
<b>MF</b>	Have Message Forwarded	<b>63</b>	<b>BB</b>	Backup to the Beginning	<b>22</b>
<b>MC</b>	Make Call to Sender	<b>62</b>	<b>G</b>	Go Ahead a Few Seconds	<b>4</b>
<b>TI</b>	Hear Msg Time, Date, Sender	<b>84</b>	<b>*</b>	Pause/Resume Listening	<b>*</b>
<b>SA</b>	SAve Message	<b>72</b>	<b>VU</b>	Turn Volume Up	<b>88</b>
<b>E</b>	Erase Message	<b>3</b>	<b>VD</b>	Turn Volume Down	<b>83</b>
<b>RL</b>	Reverse Listening Order	<b>75</b>	<b>VN</b>	Restore Volume to Normal	<b>86</b>
<b>L</b>	Listen to Next Message	<b>5</b>	<b>#</b>	Exit Listen Mode	<b>#</b>

**TL** Text Listen (Listen to Email) **85**

While listening you can use the options above as well as:

<b>RE</b>	Record a Reply (Email)	<b>73</b>
<b>RV</b>	Record a Reply (Voice Mail)	<b>78</b>
<b>MV</b>	Modify Voice	<b>68</b>

The Text-to-Speech Options are as follows:

<b>V</b>	Change the Speaker's Voice	<b>8</b>	<b>LI</b>	Return to Previous Pitch	<b>54</b>
<b>LV</b>	Return to Last Speaker's Voice	<b>58</b>	<b>D</b>	Return to Default Settings	<b>3</b>
<b>R</b>	Speeds up the Rate of Speaking	<b>7</b>	<b>#</b>	Save your changes and exit this menu	<b>#</b>
<b>LR</b>	Return to Last Rate (slows down)	<b>57</b>	<b>*</b>	Exit this menu without saving your changes	<b>*</b>
<b>I</b>	Change the Pitch of the Speaker's Voice	<b>4</b>			

**RS** Record and Send a Message **77**

While recording you can:

<b>B</b>	Backup a Few Seconds	<b>2</b>
<b>BB</b>	Backup to Beginning	<b>22</b>
<b>*</b>	Pause/Resume Recording	<b>*</b>
<b>E</b>	Erase Recording	<b>3</b>
<b>TI</b>	Hear Time/Date of Recording	<b>84</b>
<b>#</b>	End Recording	<b>#</b>

When done recording you can:

	Enter mailbox numbers to receive message, up to 10.	
<b>*N</b>	Specify mailbox recipients by name. After you press *N, follow the voice prompts.	<b>*6</b>
<b>**</b>	Erase message and return to Main Menu.	<b>**</b>

After entering a mailbox number or name you can:

	Enter another mailbox number. Or, press N to enter another mailbox name.	
<b>*R</b>	Request a return receipt. As soon as the recipient listens to your msg, VoiceSupport lets you know by placing a "receipt" in your mailbox. The receipt consists of two parts: the voice prompt "The following return receipt arrived on (date/time) from (name or number)," followed by the msg that was listened to. After you press *R, you can go to the top of this menu.	<b>*7</b>
<b>*U</b>	Tag a message as "urgent" so the message gets priority handling in the recipient's mailbox. Upon logging on to their mailbox, the recipient hears "This is an urgent message" followed by the message.	<b>*8</b>
<b>*C</b>	Tag a message as "confidential." Recipients of confidential messages cannot use the MF command or Auto Forward feature to send the message to another mailbox.	<b>*2</b>
<b>#</b>	Send msg and return to Main Menu.	<b>#</b>
<b>*N</b>	Specify next recipient by the opposite method, then go to top of this menu.	<b>*6</b>
<b>*</b>	Cancel previous mailbox. If no mailbox recipients remain, go to previous menu. Otherwise, go to top of this menu.	<b>*</b>
<b>**</b>	Erase msg and go to Main Menu.	<b>**</b>

**CM** Check or Delete a Message You Sent **26**

**G** Record Greetings For Your Mailbox **4**

**RN** Record a Name For Your Mailbox **76**

**FD** Record and Send a Future Delivery Message **33**

**PG** Record a PaGing Message **74**

**OP** Mailbox Options **67**

The mailbox options are as follows:

<b>S</b>	Security Code	<b>7</b>
<b>N</b>	Message Notification	<b>6</b>
<b>AH</b>	Auto Help	<b>24</b>
<b>AF</b>	Auto Forward	<b>23</b>
<b>AT</b>	Auto Time-Stamp	<b>28</b>
<b>CW</b>	Call Waiting	<b>29</b>
<b>CA</b>	Call Announcing	<b>22</b>
<b>#</b>	Exit Menu	<b>#</b>

**TI** Hear Time and Date **84**

To call your mailbox and access the Main Menu:

- Dial VoiceSupport extension number \_\_\_\_\_ or VoiceSupport outside number \_\_\_\_\_.
- If you hear the company greeting, dial # (or other log-on code \_\_\_\_\_). Otherwise, go to step 3.
- If requested, dial your mailbox number \_\_\_\_\_.
- If requested, dial your security code \_\_\_\_\_.
- Select the desired feature from the Main Menu. To access a feature, dial the letters shown to the left of the feature name. For your convenience, their corresponding numbers are shown to the right of the feature name. You'll notice that the letters you dial to access a feature match some of the letters in the feature name. To get a recorded help message at anytime, press 0. For detailed information on the features, see the User's Guide.

**SA** System Administrator Options (See System Administrator Menu) **72**

**1N** Select List of New Messages **16**

**1S** Select List of Saved Messages **17**

**1H** Select List of Held Messages **14**

**1A** Select List of All Messages **12**

**X** EXit Mailbox **9**

**Note:** The first time you call your mailbox you may hear a tutorial on how to use 3 of the basic mailbox features: Record a Mailbox Greeting, Record a Mailbox Name, Select a Mailbox Security Code. The tutorial, if allowed in programming, plays before the Main Menu. You can either use the tutorial or press \* to skip over each feature until you get to the Main Menu.

† Available on a VoiceSupport Server with Text-to-Speech and UnifiedSupport installed.