



# T/E Voice Mail Quick Guide 2014

Welcome to the new voice mail system! There are some changes to the way you will retrieve and handle messages.

## Calling Voice Mail:

1990 - In District

610-240-1990 - Outside of District

## Retrieving Messages:

|  |   |
|--|---|
| Mailbox Types .....  | 1 |
| Unified Messaging .....  | 1 |
| Message Retention.....   | 1 |
| Retrieving Messages – Teachers and others with “Floating” Mailboxes..... | 2 |
| Retrieving Messages – Desk Phones with attached Mailboxes .....          | 3 |
| Retrieving Messages By E-Mail .....                                      | 4 |
| Setting Which Application Plays Voice Messages .....                     | 4 |
| Calling Classrooms .....   | 5 |

## Mailbox Types

There are two styles of voice mail “Mailboxes used by the District:

**Floating** – Used mostly by teachers and others who move from place to place on a regular basis.

**Attached** – Used by people who work at a fixed desk, such as Secretaries, Building Administrators, etc...

### Numbering

Attached boxes are numbered from 1000 – 1999

Floating Boxes are numbered from 2000 – 2999

Classrooms are numbered from 3000 – 4999 and have no voicemail

## Unified Messaging

The new system also supports Unified Messaging: your voice mail will show up as an attachment in your e-mail inbox.

## Message Retention

All messages, both **new** and **retrieved** are retained for a maximum of **90 days** unless deleted.

## **Retrieving Messages – Teachers and others with “Floating” Mailboxes**

### **How do I know if my mailbox is “floating”?**

It will be numbered between 2000 and 2999

### **How do I reach my Mailbox?**

Dial 1990 within the District, or 610-240-1990 from outside

You will then be prompted to Press “#” followed

You will then be prompted to enter your 4 digit mailbox number

You will then be prompted to enter your Security Code; enter it now.

*The default Security Code for setup will be 0 0 0 0 0 0*

The Auto Attendant will provide verbal prompts for what actions are available

Pressing the “\*” key at any time will take you up a menu level

### **If your Security Code does not work:**

You may have been sent to the wrong mailbox

*Press the “\*” key until you are back up at the main level.*

More details are available on the NEC Quick Reference Card: NEC QRC.PDF

## Retrieving Messages – Desk Phones with attached Mailboxes

How do I know if my mailbox is “Attached”  
It will be numbered between 1000 and 1999

How do I reach it?  
Dial 1990 within the District, or 610-240-1990 from outside

You will be prompted to enter your Security Code  
The default code for setup will be 0 0 0 0 0 0

The Auto Attendant will provide verbal prompts for what actions are available

Pressing the “\*” key at any time will take you up a menu level

If your Security Code does not work:  
You may have been sent to the wrong mailbox  
*Press the “\*” key until you are back up at the main level.*

More details in available on the NEC Quick Reference Card: NEC QRC.PDF

## Retrieving Messages By E-Mail

With Unified Messaging you receive your voice mail message as an attachment in your e-mail inbox.

To listen to a message in your inbox simply double click the attachment. Once listened to the message will be marked as 'Read' and left in your inbox.

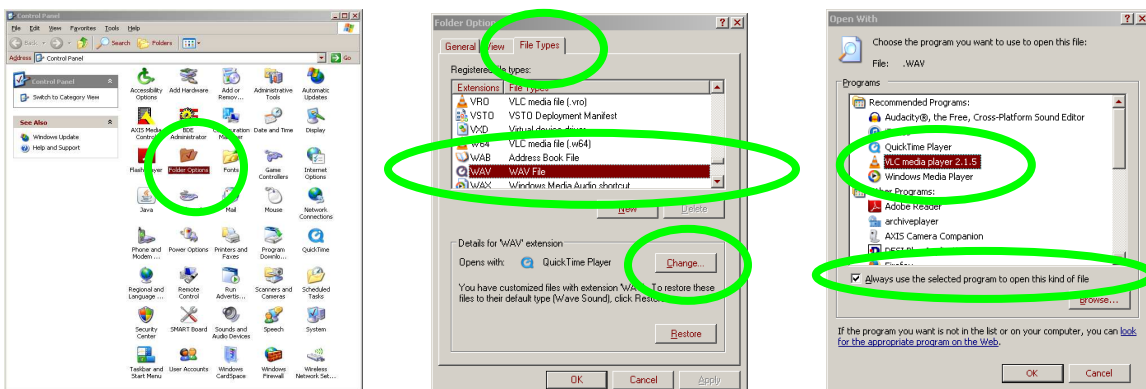
- If you have a phone with a Message Waiting Indicator it will turn off when the message is marked 'Read'.
- A message may also be marked as 'Read' by using the menu in your e-mail.
- If a message is marked as 'Deleted' on the phone it will move to the Deleted Items folder in e-mail.
- If a message is moved to the 'Deleted Items' folder in e-mail it will be marked for deletion in the voice mail system.

## Setting Which Application Plays Voice Messages

Messages are saved in the common .WAV format. Unified Messaging will use what ever application is set as the default player for .WAV.

### To change the player (in Windows):

1. Go to "Control Panels" from the "Start" menu
2. Choose "Folder Options" and then select the "File Types" Tab
3. Scroll down to WAV and select the file type
4. Look for the "Opens with:" property click the "Change..." button
5. Select the desired application. Window Media Player and VLC, and Quicktime are recommended
6. Tick the "Always use the selected program to open this kind of file" box
7. Click "OK" then "Close" Folder Options, then close "Control Panels"



## **Calling Classrooms**

Classrooms can be called from inside the District at any time.

From outside of the District rooms may be reached after 3:30 pm and before 7:30 am by first dialing voice mail, then entering the classroom's extension.