



ServiceMark Telecom

Voice Mail Instructions For InMail (SV9100)

Holden R-III School District

The new Voice Mail System is a useful tool that allows you to receive detailed messages from your callers, and provides access to your messages 24 hours a day, 7 days a week.

- The **VMsg** key is your link to your voice mailbox. You will be connected to your voice mailbox when you press this key.
- Default Security Code is: **5000**

In order to listen to your messages, or perform any other functions in the voice mail system, you must call your mailbox. You may call your mailbox from your telephone extension in the building, another telephone extension in the building, or any touchtone phone outside the building by following the instructions in this document.

In order for the system to be utilized properly, it is important that you **RECORD A GREETING** for your mailbox **RECORD A NAME** for your mailbox and if necessary, **CHANGE YOUR SECURITY CODE** from that which came with the system. (See *SETTING UP YOUR MAILBOX* in the instructions in this guide.)

Main menu of features

- Press **0** (zero)

Exit any mode or menu and move to the preceding menu.

- Press **#**

Voice Mail to Email

- Some mailboxes are programmed to forward messages to your e-mail inbox. The callers associated Caller ID will appear in the subject column of the message. Simply click on the e-mail attachment to listen to your voice mail message.
- Messages will be retained as “saved” messages in the voice mail system for 5 days.

Turning VM to Email On/Off (Defaulted to On)

- Press VMsg soft key
- Enter security code
- Press More soft key

- Press Setup soft key
- Press Notfy soft key
- Press Email soft key
- Select ON/OFF to turn VM to email on or off

Setting Up Your Mailbox

Record a NAME for your mailbox

- Press **VMsg** soft key
(Default Security code is 5000.)
- To **Record a Name** for your mailbox, press the letters “**RN**”, which are located on the “**7** and **6**” keys •
(Listen to verbal instructions.)
- To **Record**, press the letter “**R**”, which is located on the “**7**” key
- After the tone say your first and last name -- **Do not add any additional words!** • Then press the # key.

Record a GREETING

- Press the **VMsg** soft key
(Default Security code is 5000.)
- Press the letter “**G**”, which is located on the “**4**” key
- **Listen to the instructions**
Instructions will advise which greeting is currently active. You will be given an opportunity to listen to the active greeting, if one has been recorded.

To activate a different greeting, press the letter “**A**”, which is located on the “**2**” key

Enter 1, 2, 3 for the greeting that is to be active. *The prompts will tell you whether or not you have a greeting recorded, and will give you the opportunity to record a greeting.* You may also press Gr1, Gr2, Gr3 on your display screen.

- To **Record**, press the letter “**R**”, which is located on the “**7**” key, OR press the soft key under **Rec**
- Begin speaking after the tone
- Press the # key when you are finished.

EXAMPLE GREETING:

“Hi, this is _____ and I’m currently unavailable to receive your call. For immediate assistance, you may dial another extension. Otherwise, please leave me your name, telephone number, and let me know how I can help you, and I’ll return your call as soon as possible. Thank you.”

Change your SECURITY CODE

- Press the **VMsg** soft key
(Default Security Code is 5000.)
- For the **Options** menu, press the letters “**O**” “**P**”, which are the keys “**6**” “**7**”.
- Press the letter “**S**”, which is the “**7**” key to change your **Security code** (*Listen to the verbal instructions.*)

Turning on AUTO TIME & DATE STAMP

- Press **VMsg** soft key
- For the **Options** menu, press the letters "O" "P", which are the keys "6" "7"
- Press the letters "A" "T", which are on the keys "2" "8"
- Press the letter "O", which is on key "6", to turn option "on" or "off"

Calling Personal Mailboxes

Call your personal mailbox from your telephone

- Press the **VMsg** key
(You will be asked for your security code.)
- Follow the instructions
- Press **SPK** to exit your mailbox

Call any mailbox from any phone in the office

- Lift Handset (or press SPK key)
- Dial **5520**
- Follow the instructions. (***"Please enter your mailbox number."***) *Your mailbox number will usually be your phone extension number.*

Call any mailbox while out of the office and you are answered by the Auto-Attendant

- Call the main number
Upon hearing the Auto attendant greeting,
- Press **#** then enter **mailbox number and security code.**
- Follow the instructions.

Calling General Mailbox

To access/check messages in the General Mailbox (Only applies to those w/ a General Mailbox Key)

- Press the General MB Key
(You will be asked for your security code – default is 5000.)
- Follow the instructions
- Press **SPK** to exit your mailbox

After you have "Called Your Mailbox" you may do the following:

Listen to your messages.

- Press the letter "L", which is located on the "5" key
OR

- **Press** the soft key under **Lstn**

After pressing L or Lstn, the system will play new messages first, then any saved messages. It does not indicate that it has moved from the new to saved message list.

(While listening to your messages, you may do any of the features listed below.)

Pause the message.

- Press * to pause the message
- Press * again to continue the message

OR

- Press the soft key under **Pause**
- Press the soft key under **Resume**

To listen to the message again (back up to the beginning)

- Press "**B**" twice, which is located on the "**2**" key

OR

- Press the soft key under **Rpt Backup** 5 seconds
- Press the letter "**B**", which is located on the "**2**" key

OR

- Press soft key under **REW**

Go ahead 5 seconds

- Press the letter "**G**", which is located on the "**4**" key **Hear the Time and Date message was received.**

(NOTE: This information is also displayed on phone's LCD screen.)

- Press the letters "**T**" "**I**", which are located on the "**8**" and "**4**" keys **Save the message.**

- Press the letters "**S**" "**A**", which are located on the "**7**" and "**2**" keys **Erase the message.**

- Press the letter "**E**", which is located on the "**3**" key **Forward the Message** to another mailbox.

- Press the letters "**M**" "**F**", which are located on the "**6**" and "**3**" keys
- press **#** (Optional Record your own message attachment)
- Enter the mailbox number(s) you wish to forward to
- Press **#** to send the message

Dial the Caller (can be used if Caller ID is available)

- Press the letters "**M**" "**C**", which are located on the "**6**" and "**2**" keys **To reply to a message left by a member of staff,**

- Press "**R**" "**E**", which are located on the "**7**" and "**3**" keys **Exit the Listen mode**
- Press "**#**"

Record and send a message.

- Press "**R**" "**S**", both of which are located on the "**7**" key (Follow verbal instructions)
- To preview a message before sending it, press **5**
- To delete the message, press **3**