

Welcome to Everett Public Schools' new Unified Messaging system

Everett Public Schools is consolidating our voicemail system into a single unified solution on June 8, 2018. To make this transition as smooth as possible, we have ensured the operation of the old system is as similar as possible to the new system. This system will streamline management and allow forwarding of messages by school administrators to all users throughout the district. If your student leaves a message in the school's general mailbox, office personnel will now be able to forward the message directly to your voicemail box for review.

Please take the time to set-up your voice mailbox to make it easier and more informative for everyone: This is done via the built-in audio tutorial, which will walk you through changing your password, recording your name, and recording the general greeting that is be played when callers reach your mailbox.

To be prepared, you will need to know your voice mailbox number, first and last name and a brief script of what you want to say when recording your personal greeting. The second page of this document contains voicemail guidelines, examples of suggested greetings and other helpful information for presenting a professional image when utilizing your new voicemail system.

Your new voice mailbox number is the digit 8 (**V for Voicemail**) and your four-digit extension number. If the extension of the phone at your desk or in your classroom is 5432, your mailbox number will be 85432. Remember when accessing voicemail for the first time the default password is 1 2 3 4.

The mailbox set-up tutorial is a process that will walk you through the initial operation the first time you log into the new voicemail system:

1. Dial 5000 or *## from your phone extension.
 - a. If calling from outside of Everett Public Schools you can call 425-385-5000 to reach the voicemail system. The system will answer and you will then be prompted to dial your mailbox number, which is the digit 8 followed by your extension number.
2. Log-in by entering the default password or security code of 1 2 3 4
 - a. If this is the first time you have entered your voicemail box, the system will play the set-up tutorial as indicated above.
 - i. Once the tutorial is completed, you are ready to go.
 - b. If you have already set-up your voicemail box, a menu of options is provided.
3. Change default password or security code to your own personal/secret password or code
4. Record your name
5. Record a personal greeting
6. Press * to exit the system and then merely hang-up to complete the process.

Note: You may call 5099 for two weeks following to recover any remaining messages. Messages cannot be transferred between systems and will be deleted in the old system on June 29th.

Voicemail guidelines

Your greeting may be the first contact a parent, staff or community member has with you. Keeping your voicemail greeting current, thorough and accurate shows our professionalism inside and outside our organization.

1. Record a helpful greeting

In your recording, include your full name, position, school or department. Invite the caller to leave a detailed message and return calls promptly.

Sample script for teachers:

Hello, this is Jane Austen in the English Department at Darcy High School. Please leave your name, number and a detailed message and I will get back to you as quickly as possible. I check my voicemail in the morning and after school each day and will return your call within 24 hours. Thank you.

Sample script for departments:

Hello, this is Sherlock Holmes in the Canine Care Department at Baskerville Public Schools. Please leave your name, number and a detailed message and I will get back to you as quickly possible. If you must speak with someone in the department right away, please call 425-385-xxxx. Thank you.

2. Keep greetings current

Out of the office? Did your schedule change? Did you return to the office after being out? Take the few minutes to update your greeting to accurately reflect your status.

3. Review and respond

Check your voicemail often and return calls to people as quickly as possible. It shows people you are responsive and it saves them calling you again if they have not heard from you yet.

Everett Public Schools - Voicemail Quick Reference Guide

Main Menu

Tone Dialing

Listen to messages
(New or Saved)

1

Record and send
a message

2

Locate messages

3

Options Management

User Options

4

While Listening

| | |
|----------------------|-----|
| Back up 5 seconds | 1 |
| Return to start | 1 1 |
| Pause / Continue | 2 |
| Advance 5 seconds | 3 |
| Advance to end | 3 3 |
| Decrease speed | 4 |
| Slowest speed | 4 4 |
| Play message info | 5 |
| Increase speed | 6 |
| Fastest speed | 6 6 |
| Go to saved messages | # # |

After Listening

| | |
|-----------------------------|-----|
| Review | 4 |
| Play message info | 5 |
| Forward | 6 |
| Delete | 7 |
| Reply | 8 |
| Transfer to sender | 8 8 |
| Save | 9 |
| Skip message & mark as read | # |
| Go to saved messages | # # |
| Quit | * |



Record Message

| | |
|--------------------------------------|---|
| Stop and send | # |
| Stop and review (Unvoiced option) | 1 |

Recording Options

| | |
|-----------------------|---|
| Send message | # |
| Continue recording | 5 |
| Review message | 1 |
| Discard and re-record | * |

Address Message

Enter destination Mailbox No.
Address by name #

Send Options

| | |
|------------------------|---|
| Send | # |
| Review routing options | 0 |
| Cancel destination | * |

Confirm Addressing

| | |
|------------------|-------------|
| Send | * |
| Add destinations | Mailbox No. |
| Address by name | # |

Locate Messages

| | |
|----------------------|---|
| From another mailbox | 1 |
| From outside callers | 2 |
| Quit | * |

Enter Number

Enter mailbox no. Mailbox No.

Go to
While Listening

Routing Options

| | |
|-----------------------------|---|
| Restrict msg forwarding | 1 |
| Set urgent delivery | 2 |
| Return receipt notification | 3 |
| Set future delivery | 4 |
| Leave callback no. | 8 |

User Options

| | |
|-------------------------------|---|
| Personal options | 1 |
| Messaging options | 2 |
| Record your standard greeting | 4 |

Messaging Options

| | |
|-------------------------------------|---|
| Change a personal distribution list | 3 |
| Change message forwarding* | 4 |
| Change message presentation order | 5 |
| Change message envelop settings | 6 |

Personal Options

| | |
|--------------------------|---|
| Record personal greeting | 3 |
| Change security code | 4 |
| Record your name | 5 |

To backup to a prior menu from your
current location press *