Voice Mail Guide

The first time that you log into your voice mailbox, you will be required to change some settings. In particular, you will be required to:

- Record your name.
- Record your busy greeting.
- Record your unavailable greeting.
- Change your password.

Logging In to Voice Mail

Voice mail can be accessed by three different methods depending on where you are:

- Your phone has a special button on it that has been configured to allow access to your mailbox. The button is captioned "Message," and has a picture of an envelope on it ✉.
- By calling your extension from outside the agency and pressing the "*" button when the voice mail system answers.
- By dialing *98 from any agency extension and entering your extension number and password when prompted.

Types of Greetings

A greeting is a short message that plays before the caller is allowed to record a message. The greeting is intended to let the caller know that you are not able to answer their call. The greeting can also be used to convey other information like when you will be available, other methods to contact you, or other options that the caller can use to receive assistance. Our phone system has three types of greetings:

Busy Greeting

If you are on the phone, the caller will hear your "busy" greeting. The agency's standard approved "busy" greeting is as follows:

 This is (Name) at the Early Learning Coalition. At this time, I am either on the phone or away from my desk. Your call is very important to us. Please leave a detailed message and I will return your call as soon as possible. Please note your message may be monitored for quality assurance purposes. Thank you and have a great day!

Unavailable Greeting

If you are unavailable (e.g. you don't answer the phone or your phone is not connected to the network) the caller will hear your "unavailable" greeting. The agency's standard approved "unavailable" greeting is as follows:

This is (Name) at the Early Learning Coalition. At this time, I am either on the phone or away from my desk. Your call is very important to us. Please leave a detailed message and I will return your call as soon as possible. Please note your message may be monitored for quality assurance purposes. Thank you and have a great day!

Temporary Greeting

You can also record a temporary greeting. A temporary greeting will always be played regardless of your "busy" or "unavailable" status. This could be used, for example, if you are going on vacation and want to inform people not to expect a return call anytime soon, but you do not want to rerecord your busy and unavailable greetings when you come back. The agency's standard approved "temporary" greeting is as follows:

This is (Name) at the Early Learning Coalition. I will be out of the office from (Date Leaving) until (Date Returning). Please leave a detailed message and I will return your call as soon as possible. For immediate assistance please contact (Name) at 727-400-(Ext). Please note your message may be monitored for quality assurance purposes. Thank you and have a great day!

To Record or Erase a Temporary Greeting

Log on to your voice mail and select "0" for mailbox options. Then select "4" to manage temporary greetings. If you do not have a temporary greeting set, you will be asked to record a temporary greeting. If you do have a temporary greeting set you will be presented with the following menu:

- "1" Record a temporary greeting.
    - This will allow you to record a new temporary greeting.
- "2" Erase temporary greeting.
    - Once your temporary greeting has been erased callers will be presented with either your busy or unavailable messages, depending on your status.

Remember that you **must** erase your temporary greeting when you return to activate the "busy" and "unavailable" greetings again.

Main Menu

The main menu will be the first menu that you are presented with once you have logged in.

- "1" Listen to messages in the currently selected folder.
- "2" Change folders.
- "3" Advanced options.
- "0" Mailbox options.
    - o "1" Record your unavailable message.
    - o "2" Record your busy message.
    - o "3" Record your name.
    - o "4" Record your temporary greeting.
    - o "5" Change your password.
- "*" Repeat the menu options.
- "#" Exit from the voice mail system.