

Lee's Summit School District

Voice Mail Instructions

New Users: your MAILBOX NUMBER is on the label above.

SETTING UP YOUR PERSONAL VOICE MAIL

1. Dial Ext. 1499 (in district) or 986-1499 (out of district)
2. Enter the “#” key; wait to hear “Welcome to the . . .”
3. Enter your mailbox number followed by the * key
4. When prompted for your passcode, enter: 1111
5. A voice mail tutorial help you change your passcode—the system requires a unique passcode (your mailbox number or a simple series such as 1234 cannot be used.)
6. The tutorial will prompt you to record your greeting--this recording is what a caller will hear when they dial your voice mail. At minimum, identify yourself and your building/position; let the caller know when you check messages. Suggested sample message:
Hi, you've reached the voice mail of Susan Marx, LSN math teacher. I'm not available to take your call right now, please leave a detailed message and I will return your call within 24 hours.
7. The tutorial will prompt you to record your name
8. Continue listening to the remainder of the tutorial—when it confirms your passcode and announces your message count, press the “X” (9) key to eXit the system
9. If you exit early, none of your information will be saved and you will have to start over at Step 1.

ACCESSING YOUR ACTIVE VOICE MAIL

From your own district telephone extension

1. DIAL 3333
2. Listen for your name and enter your personal passcode when prompted

From another district telephone extension

1. DIAL 3333
2. If the system announces a number or name, press the * key, if not, skip this step
3. Enter your mailbox number followed by the * key
4. Enter your personal passcode when prompted

From outside the district

1. DIAL 986-3333
2. When the system answers, enter your mailbox number followed by the * key
3. Listen for your name and enter your personal passcode when prompted

ONCE YOU HAVE LOGGED IN TO THE VOICE MAIL SYSTEM, YOU HAVE THE FOLLOWING FOUR OPTIONS:

Number to Press	Function
P (7)	Play messages—unplayed messages will play first; Press P again to hear saved messages
M (6)	M ake a message to send
U (8)	U ser options
X (9)	EX it the current function

PLAYING MESSAGES--Press P (7)

The most frequently used options are listed below.

Number to Press	Function
A (2)	Answer the message
G (4)	Give the message to someone else
K (5)	Keep the message
M (6)	Make a new message
D (3)	Delete the message
*	Rewind message (5 seconds)
#	Fast forward message (5 seconds)
U (8)	Jump to the next message
X (9)	Exit current function

MAKE A MESSAGE TO SEND—Press M (6)

Use this option to send a message to another person on our voice mail system. After you press **M (6)** the system will prompt you for the “Recipient’s” mailbox number. Enter the number or press **L (5)** to **L**ookup the recipient’s number in the directory. Follow the prompts to record and send your message. You may send the message to multiple recipients.

USER OPTIONS—Press U (8)

Follow the steps below to access User Options to make changes to your personal information. Within the User Options category you may make the following selections:

Number to Press	Function
G (4)	C hange your greeting
N (6)	C hange your name
P (7)	C hange your passcode

Helpful Hints

- If you are unsure about selecting an appropriate option in the new voice mail system, wait for the system to announce the choices
- Inside the district 4-digit dialing is available to both district telephone extensions and voice mailbox extensions.
- To skip the a user's greeting and begin recording your message after the tone, press "1"
- The system will announce the date/time before playing a message
- If the caller who left the message is in the district, the system will announce the caller's name before playing a message
- You may access the district voice mail directory by dialing 1499 or 986-1499
- If when playing messages, you press "d" to delete and realize you need that message back, you can retrieve it by IMMEDIATELY PRESSING *. If any key other than the * is pressed after deleting a message, the message will NOT BE ABLE to be retrieved.

REPORTING PROBLEMS

To report a problem, please submit a help desk ticket by going to help.lsr7.org. The request type is Report a Problem → Phones → Voicemail. Please provide any additional information in the request detail box along with contact numbers and location.

CHECKING YOUR MESSAGES

You may check your voice mail inside the district or outside the district, whichever is more convenient. Please note that the frequency with which you check messages should be consistent with your personal greeting. For example, if you said you would return calls "as soon as possible," you should be checking your messages several times per day; if you said you would return calls "within 24 hours," you should be checking your messages at least once per day.

Voice mail should provide a timely communication tool for parents and patrons; please check your messages on a daily basis.