

**K-12 Nortel Telephone
Voice Mail System
978-341-2490**

DIAL 9 for an outside line.

TO LOG ON TO YOUR MAILBOX

First Time Users: Your password is 0000 (4 zeroes) and you will be asked to change your password.

From your desk (You have a telephone):

- Press VM button
- Enter your password followed by the # sign

From another desk in any building:

- Press VM button
- Press *
- Enter your voice mailbox number followed by your password)
- Press #

Away from the building via the Auto Attendant (From Home etc.)

- Dial main number 978-341-2490
- Press ** when Auto Attendant answers
- Enter your mailbox number followed by your password, then #

Note: Once you log on to your mailbox, Norstar voicemail will play the status of your mailbox.

Your mailbox is now ready to take messages for you, however, you will need to record a greeting for your callers to hear or they will be prompted by the canned software message.

TO RECORD YOUR PERSONAL GREETING

It is possible to record both a primary (daily) and alternative (vacation) greeting. The primary greeting must be recorded. Recording of the alternate greeting is optional.

- Log on to your mailbox
- Press 8
- Press 2 for Greeting Options
- Press 1 to record a greeting
- Press 1 to record your primary greeting OR, Press 2 to record your alternate greeting.
- Press 1 or to begin recording at the tone, followed by #
- Press 1 to review your greeting
- Press 2 to erase and re-record your greeting
- Press # to accept.

GREETING SAMPLE

"Hello, this is (your name). I am not available right now, but if you leave your name, phone number and a short message, I will return your call as soon as possible. If you wish to speak to someone immediately, please dial 0 for assistance.

Your Greeting

TO CHOOSE THE PRIMARY OR ALTERNATIVE MAILBOX GREETING

After the greetings are recorded, you may choose which greeting will play.

- Log on to your mailbox
- Press 8
- Press 2
- Press 2

- Select 1 (PRIME) or 2 (ALTERNATIVE)

RECORD A NAME AND EXTENSION FOR THE DIRECTORY

- Log on to your mailbox
- Press 8
- Press 1, wait for the tone
- Record your name **AND** extension number followed by #
- Press # to accept

CHANGE YOUR PASSWORD

- Log on to your mailbox
- Press 8
- Press 4
- Enter your new password followed by #
- Press # to accept

PLAYING MESSAGES

While listening or after message has played, the following options will be available:

- 1 Backup nine seconds
- 2/2 Pause/Continue
- 3 Forward nine seconds
- 4 Play previous message
- 5 Forward a copy
- 6 Skip to the next message
- 7 Play time and date stamp
- 8 Erase
- 11 Replay
- 33 Skip to the end
- 77 Save a message

COMPOSING A MESSAGE FROM WITHIN YOUR MAILBOX

- Log on to your mailbox
- Press 3
- At the tone, record message followed by #
- Press # to accept recording
- Enter the mailbox number
- Press # to send message

TELEPHONE FEATURES

TRANSFER CALLER DIRECTLY TO VOICE MAIL
(Telephone Does Not Ring)

To transfer a caller directly to voice mail:

- Press Transfer (Soft Key under Display)
 - **OR** Feature key and then 70
- Press 2210
- Press *
- Enter mailbox number
- Hang up

DIAL 978-341-2490
(This is our published K-12 Telephone Number)

This is the way to reach a building, access our Staff Directory or enter the 4-Digit Extension of the person you wish to reach in our K-12 system

OR

Press ** To Check Your Voice Mail

Building's Main Office 4-digit Dial Number:

Enter 2100 for Alcott
Enter 3100 for Thoreau
Enter 4100 for Willard
Enter 5100 for Peabody
Enter 6100 for Sanborn
Enter 7100 for High School
Enter 8100 for Ripley

Building's Main Office Direct Dial Number:

Alcott: 978-318-9544
Thoreau: 978-318-1300
Willard: 978-318-1340
Peabody: 978-318-1360
Sanborn: 978-318-1380
High School: 978-318-1400
Ripley: 978-318-1500