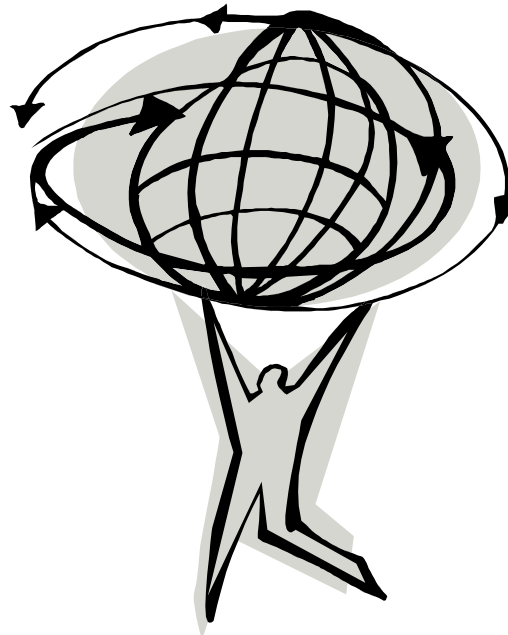


## EXPRESS MESSAGING:

When you only want to leave a message and not call the person directly:

- Dial EXPRESS MESSAGING:  
**56798**  
From outside TUSD: Dial  
**520.225.6798**
- The voice prompts will instruct you to enter the 5 digit extension followed by the # sign. Enter the mailbox number of the person you want to leave a message for followed by the # sign. The system confirms the mailbox number and you will start to hear the person's Greeting.
- Press 5 when finished with your message.
- Hang up



### TUSD Telecommunication Support Services

1010 East 10<sup>th</sup> Street  
Tucson, Arizona 85719  
Phone (520) 225.6333  
Fax (520) 225-6337

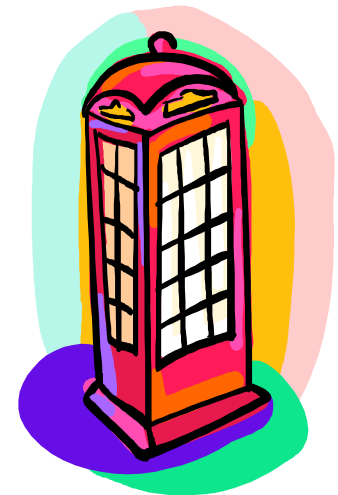
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TUCSON UNIFIED  
SCHOOL DISTRICT

TELECOMMUNICATIONS  
SUPPORT SERVICES

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*Voice Mailbox  
Services and Instructions*



# TUSD Voice Mailbox Instructions

## ACCESSING YOUR VOICE MAILBOX

### Normal log in from:

- A TUSD telephone **dial 56799**
- A telephone outside of the TUSD voice system **dial 520.225.6799**
- At the voice prompt enter your mailbox number (**5 digit extension**) followed by the **#** sign
- At the voice prompt enter your password followed by the **#** sign
- Listen to your voice messages. See PLAYING YOUR MESSAGES

### First time log in **OR after a password reset**

- Follow first three (3) steps above.
- When prompted to **enter the password use the TEMPORARY password (7 + your 5-digit mailbox #)** followed by the **#** sign
- The system lets you know you must change this **TEMPORARY** password
- You will be instructed to **Press 84**; follow the voice prompt instructions for Password Change.
- Enter the Temporary password when prompted for the "Old" password.

## CHANGE YOUR PASSWORD

First time log in OR after a password reset see ACCESSING YOUR VOICE MAILBOX above.

Follow ACCESSING YOUR VOICE MAILBOX, Normal log in.

- **Press 84**
- Enter **OLD or Current Password**
- At the voice prompt enter the **NEW PASSWORD** (6-16 digits) followed by the **#** sign
- At the voice prompt enter the **NEW PASSWORD** again followed by the **#** sign
- You will hear: *Your Password is changed*

## RECORD YOUR GREETING

Follow ACCESSING YOUR VOICE MAILBOX, Normal log in.

- **Press 82**
- Press **1 FOR EXTERNAL GREETING** for callers from outside the TUSD network
- Press **2 FOR INTERNAL GREETING** for callers within the TUSD network
- Press **3 FOR TEMPORARY GREETING** for all callers for a set temporary time
- Press **5 RECORD YOUR GREETING**
- Press **# to END RECORDING**
- Press **2 to PREVIEW Recording**
- Press **9** to set the expiration date and time for the temporary greeting
- Press **4** to EXIT to Main Menu

## PLAYING YOUR MESSAGES

Follow ACCESSING YOUR VOICE MAILBOX, Normal log in.

- Press **2 to PLAY** a message
- Press **1 to SKIP BACK 5 seconds**
- Press **3 to SKIP FORWARD 5 seconds**
- Press **4 to Go To Previous Message**
- Press **6 to Go To Next Message**
- Press **# to PAUSE** a message (press **2** to continue through messages)
- Press **76 to Delete/Restore a Message\***
- Press **75 to Compose a Message**
- Press **73 to Forward a Message**
- Press **79 to Send a Message**
- Press **83 to LOG OUT**

**\*Deleted messages can only be restored during a current session. If you log out or hang up deleted messages are gone!**

## CALLS DIRECTED TO VOICE MAILBOX

### Call Forwarding to your voice mailbox

- **Lift handset and dial #1 or press Forward function key** (depends on type of telephone)
- **Dial 56799**
- **Hang up**
- **To cancel lift handset Dial #1 and hang up or press Forward function key**(depends on type of telephone)

### Sending a caller to a voice mailbox

- **While caller is on the line, press Transfer or Flash key** (depends on type of telephone)
- **Dial 56798**
- **Enter voice mailbox number followed by # sign**
- **Hear confirmation of mailbox number**
- **Immediately press Transfer key or hang up. The caller hears the greeting**

## VOICE MAIL TIPS

- All TUSD voice mailboxes reside on a server (not in the telephone set) in the TS/Telecom Support Services Central Office at the Morrow Education Center and can be retrieved from any location worldwide.
- Submit an Track-It!@ work request or call the Helpdesk at 225-6333 for any service issues, e.g., password reset.
- Schools can self-administer site passwords by having one person at the site (e.g., office manager) maintain a list of all passwords.
- Delete/clear old voice mail regularly otherwise message(s) **will be delayed!**
- **Training on voicemail management is available upon request.**