

EMERGENCY MAILBOX SET UP

When a message is recorded to a building's emergency mailbox, the message will be played when that building's main number is called before the caller hears the normal auto attendant options. The caller can still leave a message and will still hear the normal voice mail greetings that have been set up for your building. This emergency mailbox eliminates the need for changing your normal voice mail greetings every time there is an emergency. It is important to remove the emergency message after the emergency situation has been resolved so that callers do not continue to hear it.

To establish an emergency message for a building's main number:

1. Dial 516-441-4999 (or 4999 from within the district) to enter the voicemail system.
2. Press the # key
3. Enter your building's emergency mailbox number.
4. Enter the password
5. Press 3 to record greetings
6. Press 1 to establish or change the mailbox greeting.
7. Press 2 to record your message.
8. Press # to save the message.
9. Press # again to confirm that you are happy with the greeting.
10. Hang up and call back the main number of the building to check that the message is heard.

To remove the emergency message for a building's main number (this should be performed when the emergency situation has been resolved):

1. Dial 516-441-4999 (or 4999 from within the district) to enter the voicemail system.
2. Press the # key
3. Enter your building's emergency mailbox number.
4. Enter the password
5. Press 3 to record greetings
6. Press 1 to establish or change the mailbox greeting.
7. Press 1 to delete message.
8. Hang up and call back the main number of the building to check that the message has been deleted.