



Welcome to the new voice mail system for Dallas County. Your mailbox number is changing. Your old mailbox number was your 4 digit extension number. Dallas County is in the process of implementing a new network wide voice mail system. Due to the expansion of Dallas County's Voice and Data Network and to accommodate future network enhancements, all mailboxes will now be accessed by dialing 8 plus the last 7 digits of your phone number. Example: 8-653-7000. While in voice mail, if you don't know what to do next, there are delayed prompts that will play to help you.

Voice Mail Quick Reference Guide For Dallas County

Initialize your mailbox:

1. Lift Handset and dial 85557822 (or press the message key on the telephone)
When prompted to enter your mailbox, press the # key
2. Enter default password which is 12 plus the last 4 digits of your telephone number followed by the # key (EXAMPLE:122061)
3. You are now logged in.

Change your password:

Once you have initialized your mailbox you are immediately prompted to change your password. Follow the voice mail prompted instructions which will be:

1. Enter new password (4 to 16 digits) press #
2. Enter new password again, press #

Play your messages

1. After logging in, listen to the mailbox summary.
 2. To play the message, press 2.
To skip back, press 1
To pause, press #
To go to the next message, press 6
To go to the previous message, press 4.
To go to a specific message, press 86, the message number, and #.
- To delete a message, press 76
You can restore a deleted message before you hang up by pressing 76 again.

Record your mailbox greeting:

While logged into voice mail, press 82

Your choices are:

- Press 1 for External greeting
- Press 2 for Internal greeting
- Press 3 for temporary greeting*
- Press 9 for Personal Verification

*Once you have recorded the Temporary greeting, press 9 to set the time and date the message will expire. Enter the # sign after each entry

Press 5 to record

to stop the recording, 2 to review.

If you want to re-record the message, enter 76 to delete the current message, then follow the same procedure

Keypad Commands

Skip backward.....	1
Play	2
Skip Forward.....	3
Previous Message.....	4
Record	5
Next Message.....	6
Message Commands	7
Mailbox Commands	8
Help	*
Attendant/thru dial	0
Stop/exit	#

Message Commands

Reply.....	71
Play envelope.....	72
Forward.....	73
Reply all.....	74
Compose.....	75 For distribution lists
Delete/restore.....	76
Send.....	79
Message.....	7*
Message options.....	70
Cancel/exit.....	7#

Mailbox Commands

Log in	81
Greetings	82
Log off	83
Password Change	84
Distribution Lists	85

Assign a custom operator for 0 out of your mailbox:

1. While logged in to voice Mail, press 8 0 for mail box options.
2. Press 1 to change the number.
3. Enter the new custom operator's number(which must be 8 plus the 7digit phone number), then press #

*note: the playback will only announce the last 4 digits of the number as the new custom operator

Voice Mail Access: _____

Number to dial to check messages when you are away

My Mailbox number: _____