Voicemail User Guide

IP Business Line

Voicemail Initial Set Up

*97 to reach Voicemail

Your Temporary password is the last 4 digits in your phone number

Press 0 to access admin menu

Press 1 to record your greeting

Press 5 to change your VM password.

How to Access Your Voicemail

Option 1

To check your voicemail from outside the office:

1. Dial phone number
2. Dial your Extension and wait for your voicemail to pick up
3. Press the * Key
4. Enter your Password

Option 2

To check your voicemail from outside the office:

1. Call your DID or have the receptionist transfer you to your extension
2. When your voicemail greeting answers press *
3. Enter your Password

Option 3

To Check Voicemail from your phone:

1. Press the Voicemail/Message button or dial *97 from your phone
2. Enter Your Password

Option 4

To Check your Voicemail from a different phone in the office:

1. Dial *98 from any phone
2. Enter your Extension Number
3. Enter your Password

Main Menu

1 Listen to Current voicemails → While listening to a Message you can execute the following commands

4	Play Previous Message	**7**	Delete Current Message	**#**	Fast Forward 3 Seconds
5	Repeat Current Mess	**8**	Forward Message (1)	*****	Rewind 3 Seconds
6	Play Next Message	**9**	Save Message		

2 Change Voicemail Folders → Pick which Folder you would like to listen to voicemails in:

0	Switch to New Message	**1**	Switch to Old Messages	**2**	Switch to Work Mess
3	Switch to Family Mess	**4**	Switch to Friends Mess	*****	Cancel

3 Advanced Options → Please choose the following options:

4	Place Outgoing Call	**5**	Leave Voicemail for User	*****	Return to Main Menu

0 Mailbox Options → Please choose from the following options:

1	Record Unavailable Greeting (2)	**2**	Record Busy Greeting (2)	**3**	Record Your Name (2)
4	Record Temporary Message (2)	**5**	Change your Password	*****	Return to Main Menu

(1) While Forwarding a Message or Leaving a Message for a User You Can Choose the Following

1 Enter the Extension Direct

2 Lookup Name by Directory

1	Prepend your Message before Sending
2	Send Message without Prepending

(2) While Recording your Greeting You can choose the Following Commands:

1	Accept your Recording	**2**	Review Your Recording	**3**	Re-Record Your Recording