



Accessing Voicemail Settings

Most functions in this article require you to access your Voicemail Settings. There are three ways to do so, each for a different means of access.

- **To access, use your assigned device, linked to your extension number. This is the easiest way to get in.**

- Dial **5001** to enter your mailbox options.
- Enter your PIN when prompted, followed by the # sign.
- You will be prompted to (1) Listen to New Messages, (2) Review Saved Messages, (3) Send Messages (4) Set call forwarding (5) Change Settings (6) to Change greetings (7) Recover deleted voicemail.



- **Access using a company network device that isn't assigned to you.**

- Dial **5000 + extension** for general mailbox options.
- Enter your PIN when prompted, followed by the # sign
- You will be prompted to (1) Listen to New Messages, (2) Review Saved Messages, (3) Send Messages (4) Set call forwarding (5) Change Settings (6) for Change greetings (7) Recover deleted voicemail



- **Access using an outside line, which means any device outside your company network. Your company phone number needs to route to a menu with a Check Voicemail option for this access to work.**

- Dial your company number.
- When you hear your extension's greeting, press * to access your voicemail.
- Enter your PIN followed by # when prompted.
- Choose options like listening to new messages, reviewing saved messages, sending messages, setting call forwarding, changing settings, updating greetings, or recovering deleted voicemails.





Resetting your PIN password

Ask your account administrator to set the password for you or Reset the password yourself by following these steps:

1. Access Voicemail Settings (details in 'Accessing Voicemail Settings' in this article).
2. Choose option 5 in Voicemail Settings.
3. Select option 1 to Reset Password (PIN).
4. Enter your new password followed by the # sign.
5. Re-enter the new password to confirm, followed by the # sign.
6. Your new password will be saved, confirmed by the operator.
7. You can then hang up or continue with other operations as instructed by the operator.



Record your name

To access Voicemail Settings:

- Choose option 5 for Voicemail Settings.
- You'll be given options to proceed.
- Record your name and press # when done.
- Record your greeting and choose to (1) use your name in the directory announcement or (2) not be announced.
- Your changes will be saved and confirmed by the operator.
- You can hang up or continue with other instructions provided by the operator.



Changing your Mailbox Greeting

Select option 6 in Voicemail Settings, follow these steps:

1. Press 1 to Record Greetings. You can save several types of greetings.
2. Press 2 to Review saved Greetings.
3. Press 3 to Select a Greeting.
4. Record your new greeting as directed.
5. After recording, choose (1) to save the new greeting, (2) to review it, or (3) to re-record it.
6. Once satisfied, dial 1 to save your recording.
7. Your new greeting will be saved and confirmed by the operator.
8. You can then hang up or follow further instructions provided by the operator.



Checking your voice mail from an outside phone

To access voicemail from a device outside your company network, select option to **Check Voicemail**:

- Dial your company number.
- When you hear your extension's greeting, press * to access your voicemail.
- Enter your PIN followed by # when prompted.
- Choose options like listening to new messages, reviewing saved messages, sending messages, setting call forwarding, changing settings, updating greetings, or recovering deleted voicemails.



Voicemail to email

This feature is located just below your email on the user dashboard. It can be toggled ON or OFF.

- **ON:** Voicemails received will be emailed to the address(es) listed in your voicemail box. The voicemail will be attached as a WAV file. The email will include the time, date, and caller information. Whether voicemails are deleted afterward depends on the Delete After Notification setting by your administrator.
- **OFF:** No voicemail emails will be sent. You'll manage your voicemail messages in the usual manner.



Dashboard Voicemail

As a simple user, you can access voicemail from your dashboard with ease:

- Find it on the right side of your dashboard, below your name in the top right corner.
- A red circle shows how many voicemails are waiting.
- Clicking on a message reveals options: New, Saved, and Trash.
- New messages are unread, while saved keeps them in your profile.
- Trash deletes messages from the server.
- Each message shows time, date, caller, and duration.
- Use the mini media player to listen.

Other options include:

- Call to listen: dials your phone.
- Forward to another voicemail: enter the destination.
- Download and listen.
- Save.