

# Accessing Your Voicemail and Listening to Messages

From Outside the organization (No DID):

- i. You must be transferred to extension "999" or select the voicemail option from the auto-attendant.
- ii. Enter your extension number and press "#".
- iii. Enter your pin number and press "#".

From another desk in the organization or DID:

- i. Press the voicemail button on any phone connected to the PBX.
- ii. Immediately press the "#" button when the PBX starts to speak.
- iii. Enter your extension number and press "#".
- iv. Enter your pin number and press "#".

Listening to Messages

Press "\*" to listen to your messages.

Press "0" for next message.

Press "1" for previous message.

Press "2" to repeat current messages.

Press "3" to delete current message.

Press "4" to call back the person who left voicemail (Caller-ID dependent).

Press "5" to forward message to another mailbox.

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## Using Your Voicemail

- ◇ Retrieving messages
- ◇ Setting up your greeting
- ◇ Changing your pin

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## Changing Your Pin

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- i. Press the voicemail button on your phone
- ii. Enter your current pin number and press #.  
NOTE: This number was provided to you by the system in a welcome email when your account was created. If you do not have this information please contact your system administrator.
- iii. Press the “9” button for options.
- iv. Press the “7” button to change your pin.
- v. You will be prompted to enter your new pin number. Enter the new number and press “#”
- vi. The system will now repeat back the pin you just entered. If you wish to save press “\*”. If you wish to cancel press “#”
- vii. The system will confirm that your pin has been changed. You may now hang up the phone.

## Setting Your Self Identification

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- i. Press the voicemail button on your phone
- ii. Enter your current pin number and press “#”.
- iii. Press the “9” button for options.
- iv. Press the “5” button to change your self identification message.
- v. Press “0” to record a new message.
- vi. At the prompt say your full name and then press “#”
- vii. Press “2” to hear what you recorded.
- viii. If you wish to save press “0”. If you wish to try again press “1” and go to step vi.
- ix. You may now hang up the phone.

## Change your voicemail greeting

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- i. Press the voicemail button on your phone.
- ii. Enter your current pin number and press #.
- iii. Press the “9” button for options.
- iv. Press the “8” button to change your self identification message.
- v. Press “0” to record a new message.
- vi. At the prompt speak your desired greeting message and then press “#”.  
  
Example Message: You have reached the desk of \_\_\_\_\_. I am not available to take your call. Please leave your name, number and a brief message and I will return your call at my earliest convenience.
- vii. Press “2” to hear what you recorded.
- viii. If you wish to save press “0”. If you wish to try again press “1” and go to step vi.
- ix. You may now hang up the phone.