Dial 9999 for Voicemail

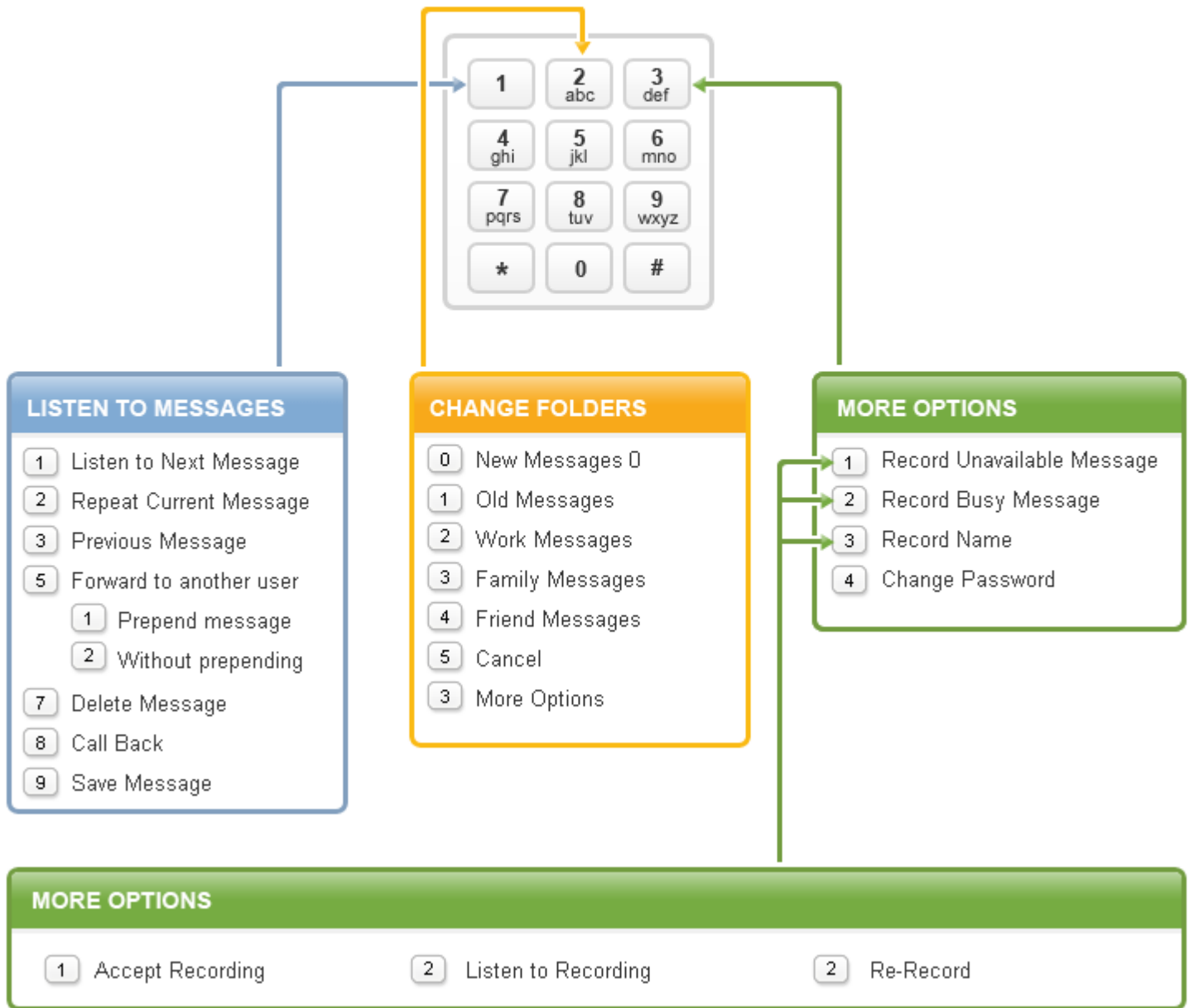| ACCESSING USER VOICEMAIL	ACCESSING GROUP VOICEMAIL
Extension: Your extension **Default PIN:** Same as user extension	Automatically assigns the Extension. Your account administrator can give it to you. **PIN:** Needs to be entered when creating a group, and is not assigned automatically. Available with the administrator.

1	2 abc	3 def
4 ghi	5 jkl	6 mno
7 pqrs	8 tuv	9 wxyz
*	0	#

LISTEN TO MESSAGES

- 1 Listen to Next Message
- 2 Repeat Current Message
- 3 Previous Message
- 5 Forward to another user
  - 1 Prepend message
  - 2 Without prepending
- 7 Delete Message
- 8 Call Back
- 9 Save Message

CHANGE FOLDERS

- 0 New Messages 0
- 1 Old Messages
- 2 Work Messages
- 3 Family Messages
- 4 Friend Messages
- 5 Cancel
- 3 More Options

MORE OPTIONS

- 1 Record Unavailable Message
- 2 Record Busy Message
- 3 Record Name
- 4 Change Password

MORE OPTIONS

1 Accept Recording	2 Listen to Recording	2 Re-Record

Press* any time to return to the previous menu.

IP Phone or Softphone Access

Dial 9999. Enter your Extension and PIN. If your phone is properly configured, the voicemail system can be accessed by simply pressing the Voicemail or Message button.

Analog/PSTN Phone Access

If you are an analog or mobile phone, first dial you company's main PBX number.

- When the auto-attendant answers with your company's greeting, enter 9999 and follow the prompts.
- If a live operator answers, ask to be transferred to your extension. (The operator can dial "#", then the "*" key, followed by your Extension number to transfer you directly to your voicemail box.)

Group Voicemail Boxes

To access a group's voicemail messages, simply use the group's mailbox extension and PIN. Your Account Administrator can provide this information to you.

Initial Set-up

When your User account is created, you will need to record your name and an unavailable /busy greeting in your own voice. The more options Menu provides you these options.

Name

When callers use you company's dial-by name directory, they will hear you name announced in your own voice if you have recorded it. Otherwise, an auto-attendant voice will announce your name one letter at a time.

Unavailable/Busy Message

When callers call your extension, they will hear your unavailable/busy greeting in your own voice if you have recorded it. Otherwise, a system standard greeting will be used.

- **Unavailable Message:**
  Plays if you are not already on the phone and you don't answer an incoming call.

- **Busy Message:**
  Plays if you are already on the phone and you don't answer an incoming call