Voicemail Instruction

Listening to New Messages

1. From the mailbox main menu, press **2** to retrieve new messages, then **0** to Listen.
2. As you listen to messages you can use the following controls to listen to all or part of the message again.
   - Press **2** to restart message.
   - Press **2 3** to replay header.
   - Press **3** to pause / resume.
   - Press **5** to rewind 5 seconds.
   - Press *** 5** to restart.
   - Press **6** to advance 5 seconds.
3. When you have listened to the message:
   - Press **1** to reply to or forward the message.
   - Press ***3** to delete, then continue to the next message.
   - Press **#** to skip, then play the next message.

Forwarding A Message

1. After (or while) you listen to a message, press **1**.
2. Press **2** to forward the message.
3. Record your comment and press **#** to finish.
4. Enter a mailbox number then press **#**.
   - If you are sending to a group of extensions, repeat this step until you have entered all the mailboxes to forward to. To delete the last number that you entered, press ***3**.
5. Press **#** to finish addressing.
6. Press **#** to forward the message.

Changing Your Password

1. From the mailbox main menu, press **5** for personal options (option not advertised).

2. Press **4** to change your password.

3. Enter the new password and press **#**.

- We recommend a password of at least four digits. The system allows passwords of up to 15 digits. They cannot be the mailbox extension number, and cannot consist of consecutive (i.e. "1234") or repeated (i.e. "5555") numbers.

4. Re-enter the new password and press **#**.

You hear a message to confirm that your password has been changed.

To Change/Activate a Personal Greeting in regular voicemail:

1. From the mail box main menu, press **3** for personal greetings. If you have pre-selected any call types, you hear an announcement that lists the call types, and the greeting number(s) assigned to them. For example you would hear "For all calls, greeting 1 active".

2. Press **1** to create, change or delete a greeting.

3. When you are prompted, enter the number of the greeting (1 to 9) you want to create or change

4. To record the greeting, press **1**.

5. Start speaking your greeting at the tone; press **#** to finish the recording.

6. Press **0** to listen to what you recorded, and re-record if you'd like. Otherwise, press the number of the call type you wish to assign the greeting to, once you hear it presented. *If it's already been assigned to a call type, the type will not be presented as an option.*

7. You will hear a confirmation that your greeting is approved and active for the call type, followed by a list remaining call types you can assign the greeting to.

8. Press **#** to finish, and be returned to the personal greetings main menu.

Accessing Voicemail Remotely

From outside the office, call the main number, and press **#** when you hear the main menu.

You are welcomed to IP Office. Follow the login steps outlined previously

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