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.

1. **Access via one of your assigned devices**. These are devices that are assigned to your extension number. This is the most simple means of access
   - **Dial 5001** to access your mailbox options.
   - You will be prompted for password/PIN; enter PIN followed by **#** 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
2. **Access via an on-network device that is not one of your assigned devices**. These are devices that are of your company network, yet not assigned to you.
   - **Dial 5000** + extension to access general mailbox options.
   - You will be prompted for password/PIN; enter PIN followed by **#** 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
3. **Access via an outside line**. This would be any device that is not a device in your company network. For this means of access to be possible, your company phone number must be routed to a menu that has an option for *Check Voicemail*
   - Dial your company number.
   - Once you reach your extension, and hear the recorded greeting, Press * to login to your voicemail box
   - You will be prompted for password/PIN; enter PIN followed by **#** 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

Setting up your mailbox through the phone

- Access *Voicemail Settings* as described in **Accessing Voicemail Settings** of this article.
- After choosing option **(5)** of *Voicemail Settings,* you will be prompted to dial **(1)** Change your password, **(2)** Record your name, **(0)** Return to main menu.

(1) Resetting your PIN password

Voicemail password can be reset in two ways.

1. Contact your account administrator to have them set the password for you.
2. Connect to your voicemail via phone and reset the password yourself.
    - Access *Voicemail Settings* as described in **Accessing Voicemail Settings** of this article.
        1. After choosing option **(5)** of *Voicemail Settings*, you will be prompted with options
        2. Dial 1 for *Reset Password* (PIN)
        3. You will be prompted to enter new password followed by the **#** sign
        4. You will be prompted to re-enter new password followed by **#** sign to confirm
        5. Your new password will be saved, and reported as such by the operator. At this point you can hang up, or carry on with other operations as listed in the operator prompt.

(2) Record your name

- Access *Voicemail Settings* as described in **Accessing Voicemail Settings** of this article.
- After choosing option **5** of *Voicemail Settings,* you will be prompted with options.
- You will be directed to record your name.
- Press # when you are finished.
- After recording your greeting, you will be prompted to dial **(1)** *use this name as an announcement in the directory*, **(2)** *not be announced*
- Your name will be saved and reported as such by the operator. At this point you can hang up, or carry on with operations as listed in the operator prompt.

Changing your Mailbox Greeting

- Access *Voicemail Settings* as described in **Accessing Voicemail Settings** of this article.
- After choosing option **6** of *Voicemail Settings,* you will be prompted with options.
- Press **(1)** for *Record Greetings – Several types of greetings are allowed to be saved.*
- Press **(2)** *to Review saved Greetings*
- Press **(3***) to Select a Greetings*
- You will be directed to record your new greeting.
- After recording your greeting, you will be prompted to dial **(1)** *save new greeting*, **(2)** r*eview your new greeting*, **(3)** *re-record your new greeting*.
- Once you are happy with your recording dial **(1)** to save it.
- Your new recording will be saved and reported as such by the operator. At this point you can hang up, or carry on with operations as listed in the operator prompt.

Checking your voice mail from an outside phone

1. This would be any device that is not a device in your company network. For this means of access to be possible, your company phone number must be routed to a menu that has an option for *Check Voicemail*
    - Dial your company number.

- Once you reach your extension, and hear the recorded greeting, Press * to login to your voicemail box
- You will be prompted for password/PIN; enter PIN followed by **#** 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

Voicemail to email

This is a feature set by a switch that is just under your email on the simple user dashboard. It is simply set to ON or OFF.

- **ON** - With this feature ON, any voicemails received will emailed to the email address(es) provided on the voicemail box in addition to the device user. The voicemail itself will be a wave file attachment to the email. The email body will give the time/date and the to/from numbers. Voicemails may or may not be deleted after this process depending on the **Delete After Notification** setting determined by your account administrator.
- **OFF** - With this feature OFF, no such translation or email will occur. You will manage your voicemail messages in the traditional way.

Dashboard Voicemail

As a simple user you can access voicemail from your dashboard. You can listen, save, and delete your messages from a simple, elegant interface.

- Located on the right side of the dashboard under *your name* in the top right hand corner.
- If there are any voicemail messages in your mailbox, there will be a red circle indicating the number of voice mails on the dashboard icon.
- If there are no messages in your mailbox, there will be nothing on that icon
- Clicking on a plaque will reveal options for that message.

    o Dropdown options for *New, Saved, and Trash* messages are available Unread - marks the message as unread
        ▪ New –messages that have not been acted on yet.
        ▪ Save - will keep the message in your user's profile
        ▪ Trash - will remove the message and delete it from the server
    o Time date, from and duration information appear
    o There will also be a mini media player interface provided to listen to the message.
- Other options available in the web dashboard include
    o Call to listen - dials the user's phone
    o Forward message to another person's voicemail box – enter destination
        ▪ This option is not available as a star code, only in the dashboard.
    o Download & listen
    o Save