Access Voicemail Remotely

Scope:

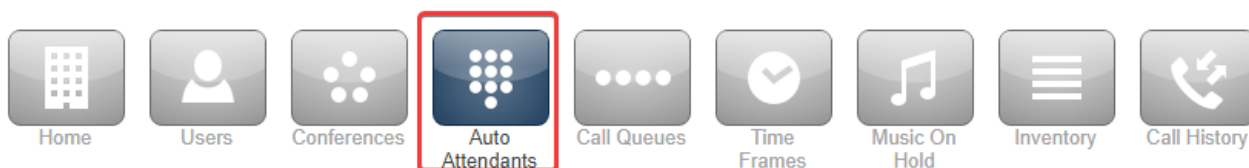The following options will allow you to access your voicemail remotely.

Requirements:

- Portal Access (Office Manager or Above)

Using Auto Attendant

A DID must already be routed to your Auto Attendant for this to function. The most common use is with a night hours AA.
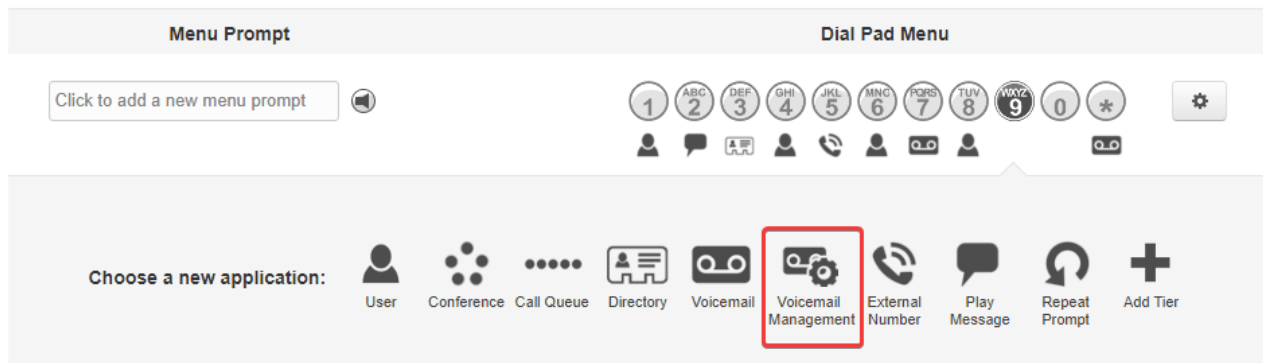
1. From your PBX portal click on the Auto Attendants button at the top

2. Click on the name of the Auto Attendant you want to edit

3. Select any option and select Voicemail Management

4. When you call into the Auto Attendant and press option 9 you will be asked for the extension number, and then the voicemail PIN of the mailbox you wish to check.

Using a Softphone Application

1. Using any softphone application such as SNAPmobile you can access voicemail remotely by dialing 9901.

Using Web Portal

1. You can access your own voicemail via the web portal. Unlike other options, you will not be able to access someone else's voicemail.

2. Once logged into the web portal click on your name at the top right.

3. Click on Messages to access your voicemail messages.