

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 ** plus **your assigned mailbox number**. Example: **1234
 - 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, (5) Change Settings; dial (5) for Voicemail Settings
- 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 *star code* *97
 - You will be prompted for a mailbox number; enter your mailbox number followed by the # sign.
 - 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, (5) Change Settings; dial (5) for Voicemail Settings
- 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.
 - While listening to the menu, dial the option for *Check Voicemail* (Default is *)
 - You will be prompted for a mailbox number; enter your mailbox number followed by the # sign.
 - 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, (5) Change Settings; dial (5) for Voicemail Settings

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)** Record mailbox greeting, **(2)** Change your name, **(3)** Reset PIN, **(0)** Return to main menu.

(1) CHANGING YOUR MAILBOX GREETING

- 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.
- dial **(1)** for *Change Greeting*
- You will be directed to record your new greeting.
- After recording your greeting you will be prompted to dial **(1)** *save new greeting*, **(2)** *review 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.

(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.
- dial **(2)** for *record Your Name*
- You will be directed to record your name.
- After recording your greeting you will be prompted to dial **(1)** *save recording*, **(2)** *review recording*, **(3)** *re-record*.
- Once you are happy with your recording dial **(1)** to save it.
- 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.

(3) RESETTING YOUR 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 3 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.