Accessing Your Voicemail Mailbox

- Press the voicemail button: 📧 or 📼 or dial *99
- Enter your PIN followed by #

MAIN MENU OPTIONS

KEY	ACTION
1	Get your Messages
2	Send a Message
3	Work with Greetings
4	Change Voicemail Mailbox Settings
6	Retrieve Deleted Messages *Deleted messages are stored for 3 days*
7	Leave and log in as another user
0	Help
*	Exit system

MESSAGE OPTIONS

After listening to a message you have the following options:

KEY	ACTION
1	To Play the Message again from the beginning
2	To save the message and go to next message *Saved messages are stored for 30 days*
3	Erase Message *Deleted messages are stored for 3 days*
4	Reply to Message *You cannot reply to callers outside of your Business Group.*
5	Send copy of Message to another user *You cannot send copies to callers outside of your Business Group or send copies marked as Private.* • **Enter the *extension*** of user you wish to send a copy to followed by **#** • Continue to enter as many users as you want, or **press # to proceed** • Record an introduction after the beep, or **press 1 to send as is** • Configured Delivery Options or **# to send as is**
**	End Message any time
#	Skip to next message

Remote Access to Voicemail

Dial your own 10-digit phone number. At the start of your Greeting, press * then enter your PIN as if you had dialed from your phone.

GREETING OPTIONS

From the Main Menu, press 3 for ***Work with Greetings***

KEY

1 **Personal Greeting**
This is the greeting your callers will hear each time your line is unanswered unless you have other greetings configured.

2 **Extended Absence Greeting**
The extended absence greeting will override your scheduled greeting if recorded.

3 **Recorded Name**
Your callers hear this recorded name before your greeting. This name will also be heard by others in your business group if you leave a voicemail for them.

Hands Free and Timesaver Options
From the Main Menu, press 4 for ***Mailbox Settings***

The time and date of each message is always recorded when someone leaves a message for you. This information is called the **message header**. You can choose whether the message header is played before each message.

From the Hands Free and Timesaver menu, to change whether or not the message headers or bodies are played for your voicemails, press **3**.

An announcement states whether the message header or body are set to play.

- To switch the playback of the message headers on or off, press **1**.
  - An announcement asks you to confirm the change.
  - To confirm, press **1** .
  - To change your mind, press ***** .

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