

Hard Phone – Button

VoIP desk phones have a pre-configured voicemail button. The location of this button is dependent on the model and brand.

1. Look for a voice mail icon button near the dial pad:



2. Or a message icon button near the dial pad:



3. Or the "Messages" option in the Main Menu:



Any of these actions will connect you straight to that device's voicemail box. Then enter the pin to access messages.

Hard Phone – On-Net Dialing

The voicemail box can also be accessed by dialing an extension. By default, **x5001** connects user to their voicemail box and **x5000** allows users to check a different voicemail box. Voicemail pins are still required to access messages.

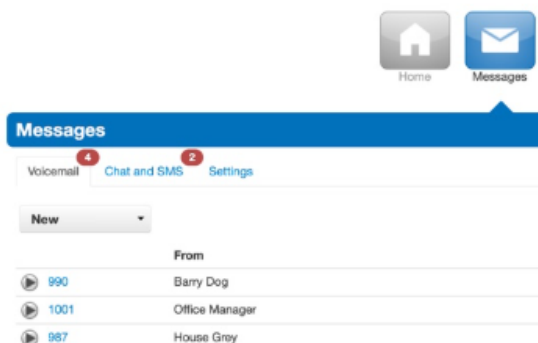
Hard Phone – Off-Net Dialing

- Dial your direct number (if applicable) and press * once the voicemail greeting starts playing.
- Dial your main auto-attendant number and press option for voice mail from menu. Press * once your voicemail greeting starts playing.

User Portal

Navigate to the **User Portal > Messages**.

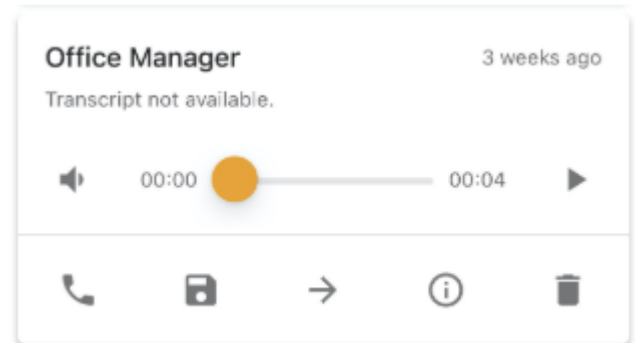
Voicemail options are playback, call to play, forward, download, and delete.



SNAPmobile iOS / Android

Navigate to the **SNAPmobile app > Voicemail tab**.

Options in both iOS and Android are playback, return the call, save the voicemail, forward, move to trash, and more options (adding as a contact, sending an SMS, etc.).



SNAPmobile Web

Navigate to the **User Portal > "Apps" dropdown > Portal Web Phone**.

Voicemail options are playback, save, forward, and delete.

