

Voicemail Quick Reference Guide

Voicemail Management

General setup, delivery preference, and recordings can be managed from any of the three phone interfaces.

First Time Access:

1. From your Desk Phone, Web Phone, or Mobile App interface, Dial *98
2. Enter your extension if prompted.
3. Enter pass code 7777 if prompted.
4. At first login, the system will walk you through a series of setup steps.
 - a. Record your name or a custom greeting.
 - b. Change the pass code to something private.
 - c. Reference the chart on the following page for assistance with options.
5. By default, messages are set to deliver to your email account.
6. End the call to exit the system

Change Management:

1. From your Desk Phone, Web Phone, or Mobile App interface, Dial *98
2. When prompted, enter your pass code.
3. Listen for options to manage, or reference the chart on the following page.
4. End the call to exit the system

Listening to Messages:

From your email, select the voicemail message and you can play the sound file or read a text transcription.

- **Play** - double click the sound file attached, which will launch the default Windows media player and automatically play the sound file. You will need speakers to hear the message played.
- **Read** – the message is converted to text, displayed in the email. You may need to listen to the voice message if words and grammar don't translate properly.
- **Deleting Messages** – messages are automatically removed from the phone system, when they deliver to your email. Deleting the email will permanently remove the message.

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