Hosted PBX Voicemail Cheat Sheet

Record a new voicemail greeting

1. From your phone, push the **voicemail/message** button (or dial *97 if your phone doesn't have a voicemail button)

2. Enter your **voicemail password** (Default is 1234)

3. **Press 0** for 'Mailbox Options'

4. Follow the prompts to record your busy, unavailable, and/or vacation greeting and name for the name directory.

The following options are available when checking your voicemail:

Main Menu:

"1" Listen to first available message

"2" Change voicemail folder

"3" Go to Advanced Options

"0" Go to Mailbox Options

"#" Exit

During and after a message (option 1):

"2" Skip to the beginning of the message (while listening)

"3" Go to Advanced Options

"4" Listen to previous message

"5" Repeat current message

"6" Skip the current message

"7" Delete the current message

"8" Forward the current message to another extension

"9" Save the current message to a folder

"#" Exit voicemail

"*" Return to Main Menu

Advanced Options after listening to message (option 3):

"1" Send a reply voicemail to caller(if voicemail received is from internal user)

"3" Listen to message date and time

"5" Leave a message in a different extensions voicemail box.

"*" Return to the Main menu

NOTE: Options 1 and 3 are only played after listening to a message.

While in Mailbox Options (option 0):

"1" Record your unavailable message

"2" Record your busy message

"3" Record your name (used within the NameDirectory)

"4" Record your temporary message/Remove your existing temporary message (supersedes all other greetings)

"5" Change your voicemail password

"*" Return to the Main menu