







Using the Voicemail System




Your phone administrator can set up voicemail for extensions, shared lines, and hunt groups. See these topics:

- [Accessing Voicemail, page 56](#)
- [Voicemail Options, page 57](#)

Accessing Voicemail

If you have a voicemail box, you can retrieve messages from your phone or by dialing into the voicemail system from another extension or phone number.

Task	Instructions
Accessing voicemail for your primary personal extension:	<ol style="list-style-type: none"> 1. Press  on your phone. 2. Enter your password, and then press . The default password is 12345, or check with your phone administrator. The first time that you use voicemail, you will be guided through a short setup process to reset your password and record your greetings.
Accessing other voicemail boxes (Shared Extensions, Shared Lines, Hunt Groups, and so on):	<ol style="list-style-type: none"> 1. Press  on your phone. 2. Alternatively, enter the extension number for the voicemail Pilot. Check with your phone administrator for details. 3. Press  for the main menu. 4. Enter the mailbox number, and then press . 5. Enter the password for this mailbox, and then press . The default password is 12345, or check with your phone administrator. The first time that you use voicemail, you will be guided through a short setup process to reset your password and enable other features.

Task	Instructions
<p>Using a group VM monitor button (if programmed for your phone)</p>	<ol style="list-style-type: none"> 1. Press the feature button , which displays the letters <i>VM</i> and the name of the group or line. 2. Press . 3. Enter the password (default 12345), followed by . (If the mailbox is not yet set up, follow the prompts.)
<p>Accessing your voicemail from an external number</p>	<p>Optionally, your phone administrator may set up your system so that you can retrieve your voicemail messages from an external number. For example, you may be able to call a number to be connected to an Auto Attendant that allows you to dial an extension number. In this case, follow the instructions earlier in this section to access the voicemail for your extension or another extension. Check with your phone administrator for more information.</p>

Voicemail Options

After you log in by entering the mailbox password, voicemail options are announced within the voicemail system. Common tasks are described below.

Options to play messages:

Press **1** to play new messages, or press **3** to play old (saved) messages (available if you previously saved a message). Then use the following options:

Option	Description
2	Save the message.
3	Delete the message.
4	Send a reply. Record your message. Press # to end your recording.
5	Forward the message. Enter the extension number, press # , and record your message. Then press # or hang up to exit.
7	<ul style="list-style-type: none"> ▪ <i>When pressed from the menu:</i> Repeats the message from the beginning. ▪ <i>When pressed during playback:</i> Rewinds the message.

Option	Description
8	<ul style="list-style-type: none"> ▪ <i>When pressed from the menu:</i> Access the advanced options menu. <li style="margin-left: 20px;">1 - Send a reply. <li style="margin-left: 20px;">2 - Call the person who left the message. <li style="margin-left: 20px;">3 - Hear the message envelope: time of receipt, phone number of caller, duration of message. <li style="margin-left: 20px;">* - Return to the Main Menu. ▪ <i>When pressed during playback:</i> Pauses the playback. Press 8 again to resume the playback.
9	<ul style="list-style-type: none"> ▪ <i>When pressed from the menu:</i> Plays the previous message. ▪ <i>When pressed during playback:</i> Advances forward in the message.
#	<ul style="list-style-type: none"> ▪ <i>When pressed from the menu:</i> Plays the next message or envelope announcement. ▪ <i>When pressed during playback:</i> Advances to the end of the message.
0	Listen to Help.
*	Exit.

Options to manage your messages:

Press **1** to play new messages, or press **3** to play old messages (available if you previously saved a message). Then use the following options:

Press	To:
2	Save the message.
3	Delete the message.
6	Mark an old (saved) message as new.
0	Listen to Help.
*	Exit.

Options to manage your greetings and password:

Press **4** for setup options. Then use the following options.

Press	To:
1	Record your unavailable message. This greeting plays when the phone is not answered within a specified time period. After stating your greeting, press #. Then press 1 to save it, press 2 to listen to it, or press 3 to record a new message.
2	Record your busy message. This greeting plays when both line appearances are in use. After stating your greeting, press #. Then press 1 to save it, press 2 to listen to it, or press 3 to record a new message.
3	Record your name. After stating your greeting, press #. Then press 1 to save it, press 2 to listen to it, or press 3 to record a new message.
4	Record a temporary message to use instead of your unavailable and busy messages. For example, enable this message when you will be out of the office. After stating your greeting, press #. Then press 1 to save it, press 2 to listen to it, or press 3 to record a new message. After you save this message, it is activated immediately. It remains active until you delete it. When the temporary message is active, the menu offers two sub-options: <ul style="list-style-type: none"> ▪ Press 1 to record your message. ▪ Press 2 to delete it.
5	Change your password. Enter your password and press #. Then re-enter it and press #.
0	Listen to Help.
*	Return to the main menu.