Voicemail User Guide

Voicemail

To initially set up voicemail, dial * and ext. number, then enter your password (EXTENSION by default).

At this point, you will be guided through the process of a first time set-up. Follow the prompts to set up your new password, name, and greetings. You should change your password when prompted to something other than your extension. _If you do not change your password, each time you access your VM box, you will hear the set up wizard again. We highly recommend changing it._

Importantly, the name that you record in the mailbox will be the same recording callers hear when they access the company directory and the find me feature.

Checking voicemail from a HopDial phone on site:

1. Dial *(star) and your ext. #
2. Enter your password + "#" (Default is <extension>)
3. Follow the prompts

Main Menu Options

1. New/old messages (*-asterisk=rewind; #=fast fwd)
2. Change folders
3. Advanced options
   1. Leave msg. for another user
   *. Return to main menu
0. Mailbox options
   1. Record unavailable greeting
   2. Record busy greeting
   3. Record name
   4. Record temporary greeting
   5. Change password
   *.   Return to main menu
*.   Help
#. Exit

Mailbox Options after Listening to a Message

3. Advanced options
   1. Send reply
   3. Hear envelope (date/time, phone number of caller)
   5. Leave msg. for another user
   *. Return to main menu
5. Repeat current msg.
6. Play next msg.
7. Delete
8. Forward to another user
9. Save to folder
   0. New
   1. Old
   2. Work
   3. Family
   4. Friends
*. Help
#. Exit

Checking Voicemail Remotely
(For this option to work inbound calls must go directly to an auto attendant)

1. Call main number, at main auto attendant press "#"
2. When you hear the prompt enter your extension number
3. When you hear the prompt enter your password + "#"
4. Follow the voicemail menu prompts

For assistance:

support@hopdial.com

http://support.hopdial.com

866.305.0407