Voicemail User Guide

Mailbox Administration

Accessing your Voicemail:
1. Press the Envelope button on your phone or Dial *99
2. When prompted, enter your default access code - 1234

First Time Voicemail Setup:
1. Enter your mailbox
2. Enter your access code
3. Follow the recorded prompts to setup your recorded name and greetings

Update Voicemail Greetings:
1. Enter your mailbox
2. Enter your access code
3. From the main menu, Press **[4]** for the Greetings Options. You will now hear a menu with the various greeting types. (Please see the below list for details with the number of the prompt).
4. After recording any of the greetings, you will be presented with another prompt which gives you the option to save, review, or re-record your greeting. You must save your greeting in order to the system to accept it.

Access Voicemail from Outside the Office:
1. Dial 866-305-0407
2. Press 8 when the recording begins
3. When prompted, dial the 10-digit main phone number followed by [#]
4. When prompted, enter the extension followed by [#] or for the main mailbox just press [#]
5. When prompted, enter the 4 to 8-digit access code for main phone number or for the extension

Individual Extension Greeting Types:
[1] Voicemail – This is the greeting a caller will hear if you cannot be located and the caller wants to leave you a message.

[2] Name - This is the name that is used for Dial-By-Name, and also, the name used when someone hears the message, "your call is being connected to **[Name]**"

[3] After-Hours & Holiday – Follow the prompts to a record a voicemail greeting that is played after-hours, or for specific holidays. You can setup the times and days for each by following the prompts. You may also select to use the Web Portal to select days and hours of operation. The After-Hours greeting is played when you are outside of your normal operating hours; Holiday greetings are played only during the specific date of the holiday.