

# Hosted PBX Voicemail Cheat Sheet

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## Record a new voicemail greeting

1. From your phone, push the **voicemail** 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 'other 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
- "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
- "#" Fast forward the message 3 seconds
- "\*" Rewind the message 3 seconds

### **While in Advanced Options (option 3):**

- "1" Send a reply voicemail to caller
- "2" Call the user back based on Caller-ID ("CallReturn")
- "3" Listen to message date and time
- "4" Place an outgoing call to an external number ("CallOut")
- "\*" Return to the Main menu

Note: Options 2 and 4 will function only if "CallReturn" or "CallOut" are enabled from the "Extensions" page in the administrative control panel for the user.

### **While in Mailbox Options (option 0):**

- "1" Record your unavailable message
- "2" Record your busy message
- "3" Record your name (used within the Name Directory)
- "4" Record your temporary message/Remove your existing temporary message (supersedes all other greetings)
- "5" Change your voicemail password
- "\*" Return to the Main menu