

# PBXACT

## Voicemail User Guide

### How to Access Your Voicemail

All options that are checked apply to your specific system.

#### Option 1

**To check your voicemail from outside the office:**

1. Dial phone number \_\_\_\_\_.
2. Wait for the IVR/Automated Attendant to answer.
3. Dial \_\_\_\_\_.
4. Enter your Extension number.
5. Enter your Password.

#### Option 4

**To check your voicemail from a different phone in the office:**

1. Dial \*98 from any phone.
2. Enter your Extension Number.
3. Enter your Password.

#### Option 2

**To check your voicemail from outside the office:**

1. Call your DID or have the receptionist transfer you to your extension.
2. When your voicemail greeting answers, press \*.
3. Enter your Password.

#### Option 5

**To check your visual voicemail on phones with visual voicemail.**

1. Press the Voicemail button.
2. Enter your password if it asks for your password.
3. Use the up/down button to scroll to which voicemail you want to listen to and press the Select button. You now have the option of deleting, saving or forwarding the message. Please follow the onscreen buttons for all features of the visual voicemail.

#### Option 3

**To check your voicemail from your phone:**

1. Press the Voicemail/Message button or dial \*97 from your phone.
2. Enter your Password.

**Main Menu**

**1 Listen to Current Voicemails**

While listening to a message, you can execute the following commands:

- |                                 |                                 |                              |
|---------------------------------|---------------------------------|------------------------------|
| <b>4</b> Play Previous Message  | <b>7</b> Delete Current Message | <b>#</b> Fast Forward 3 Secs |
| <b>5</b> Repeat Current Message | <b>8</b> Forward Message (1)    | <b>*</b> Rewind 3 Secs       |
| <b>6</b> Play Next Message      | <b>9</b> Save Message           |                              |

**2 Change Voicemail Folders**

Pick which folder you would like to listen to voicemails in:

- |                                  |                                     |
|----------------------------------|-------------------------------------|
| <b>0</b> Switch to New Messages  | <b>3</b> Switch to Family Messages  |
| <b>1</b> Switch to Old Messages  | <b>4</b> Switch to Friends Messages |
| <b>2</b> Switch to Work Messages | <b>#</b> Cancel                     |

**3 Advanced Options**

Please choose from the following options:

- |   |
|---|
| <b>4</b> Place Outgoing Call (If Enabled) |
| <b>5</b> Leave Voicemail for User         |
| <b>*</b> Return to Main Menu              |

**0 Mailbox Options**

Please choose from the following options:

- |  |   |
|--|---|
| <b>1</b> Record Unavailable Greeting (2) | <b>4</b> Record Your Temporary Greeting |
| <b>2</b> Record Busy Greeting (2)        | <b>5</b> Change Your Password           |
| <b>3</b> Record Your Name (2)            | <b>*</b> Return to Main Menu            |

**(1) When forwarding a message to another user, you can choose the following:**

<b>1</b> Enter the Extension Number	<b>1</b> Prepend Your Message Before Sending
	<b>2</b> Send Message Without Prepending
<b>2</b> Lookup Name by Directory	

**(2) While recording your greeting, you can choose the following commands:**

<b>1</b> Accept Your Recording	<b>2</b> Review Your Recording	<b>3</b> Re-record Your Recording
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