



# Hosted PBX Voicemail Cheat Sheet

## Record a new voicemail greeting

1. From your phone, push the **voicemail/message** 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 'Mailbox 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
- "4" Listen to previous message
- "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
- "#" Exit voicemail
- "\*" Return to Main Menu

### Advanced Options after listening to message (option 3):

- "1" Send a reply voicemail to caller (if voicemail received is from internal user)
  - "3" Listen to message date and time
  - "5" Leave a message in a different extensions voicemail box.
  - "\*" Return to the Main menu
- NOTE: Options 1 and 3 are only played after listening to a message.

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

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