Voicemail Operations

Access the voicemail System

- From your handset, press the Messages key, or dial *95
- Enter your PIN code to access your secure voicemail

Listening to voicemails

- First, log into the voicemail system (as above)
- Press 1 To listen to the voicemail messages, then
    - 3 - Advanced options
        - 3 - Envelope
        - * - Return to Main Menu
    - 4 - Play previous message
    - 5 - Repeat current message
    - 6 - Play next message
    - 7 - Delete current message
    - 9 - Save message in a folder
    - 0 - Save in New Messages
    - 1 - Save in Old Messages
- ***** - Help – or during message playback, this will rewind the message.
- **#** - Exit – Or, during playback, this will skip forward

Navigating Voicemail Folders

Once logged in, press **"2"** to change folders, then:
- 0 - Switch to New Messages
- 1 - Switch to Old Messages
- 2 - Switch to Work Messages
- 3 - Switch to Family Messages
- 4 - Switch to Friends Messages

Changing Your Voicemail Greetings & Password

- First, log into the voicemail system (as above)
- Press "**0**" for mailbox Options and then press:
    1. Record your unavailable message
    2. Record your busy message
    3. Record your name
    4. Record a temporary message
    5. Change your password

Disable your voicemail box temporarily

Dial ***950** from you handset to deactivate and activate the voicemail service on your extension.

Additional Management Functions

Transferring Calls

- **Warm or Attended Transfer of a call**
    - Press the "Transfer" key
        - This immediately puts your call on hold
    - Dial the recipient of the transfer
    - Hit send
    - Once the recipient picks up and chooses to accept the call, press the "Transfer" key again.
    - If the recipient refuses the call, press the "Cancel" key to pick up the original call.

- **Blind or Unattended Transfer of a call**
    - Press the "Transfer" Key
        - This immediately puts your call on hold
    - Dial the recipient of the transfer
    - Hit send
    - Immediately press "Transfer" again.

- **Dial or Transfer to Voicemail**
  Dialing directly to someone's voicemail is done by prepending "***95**" to their extension number; to dial the voicemail of extension 210, dial ***95210** .
    - Press the "Transfer" Key
        - This immediately puts your call on hold
    - Dial ***95** and the extension of the recipient, for example, ***95210**.
    - Hit send
    - Immediately press "Transfer" again.

Do Not Disturb
Press the "dnd' key to toggle silent rejection of calls.

Call Forwarding
- Press the "Forward" key
- Press "1" for always forward, "2" to forward only if you are away from the phone, or press "3" to only forward when you are busy.
- Enter the number to forward your calls to
- Press enable or save to enable the forward.

- Repeat the steps above to disable forwarding.

Call Recording
If toggle-able call recording is available on your extension, press "*1" to begin recording.