

# UNIFIED COMMUNICATIONS

## CHECKING VOICEMAIL



This quick guide will walk you through how to check your voicemail so you never miss an important message.

### Methods for Checking Voicemail

Users can check voicemail messages from their email, from their phone or from an outside line. On the phone, the voicemail indicator light will be on when users have unchecked messages. Once all messages have been checked, the light will turn off.

### Checking Messages from your Email

1. Ensure your computer's speakers or headphones are connected and the volume is adjusted.
2. Voicemail messages will arrive in your inbox as an audio file attachment.
3. Open the audio file attachment to play the voicemail.

### Checking Messages over the Phone

1. Users dial their own extension number.
2. Enter the PIN number when prompted.

#### MENU OPTIONS

##### During Voicemail Playback

- 1 - Replay the current message
- 2 - Delete the message
- 3 - Mark the message as unheard
- 4 - Skip to the next message
- 5 - Call the sender
- 6 - Forward to another extension
- # - Skip playback details

##### After Voicemail Playback

- 1 - Replay the current message
- 2 - Delete the message
- 3 - Mark the message as unheard
- 4 - Skip to the next message
- 5 - Call the sender
- 6 - Forward to another extension

##### Personal Voicemail Options

- 1 - Record a new greeting
- 2 - Change the PIN
- \* - Return to the voicemail list

#### Notes

- › The date and time of each voicemail will be announced before playback.
- › When forwarding voicemails, users can record an introductory message that will play before the original message.

## Checking Messages from an Outside Line

1. Call the office number from an outside line like a cell phone.
2. When the voicemail greeting starts, press #.
3. Follow the prompts to enter the extension number and PIN.

### Menu Options

- 1 - Listen to new messages
- 2 - Listen to old messages
- 3 - Access personal options (including greeting recording)

## Changing Voicemail Greeting or PIN

### From the Desk Phone

1. Press the **Message** button
2. Enter the voicemail PIN followed by #
3. Press **3** for Personal Options
4. Press **1** to record your voicemail greeting
5. Press **2** to change your PIN

### From the Mobile App

1. Click the profile circle in the top left of the screen
2. Click **Settings**
3. Click **Voicemail**
4. Click **Greeting** to change the voicemail greeting
5. Select **Reset Voicemail PIN** to change the PIN

### From the Desktop App

1. Click **Settings** on the bottom left of the screen
2. Select **Voicemail Settings**
3. Enter a new PIN in the **Voicemail PIN** field to change the PIN
4. Click on the **microphone icon** to record a new greeting using the computer microphone

For additional information on managing your voicemail settings, refer to the [knowledge base article here](#).