

Voicemail Box Access

The voicemail menu can be accessed remotely or by dialing a star code from a phone connected to the account.

Direct Access

1. From a line assigned to the voicemail box, dial the Voicemail Management star code.
2. Enter the 4-digit PIN and press #.

Remote Access

1. From a line not assigned to the voicemail box, dial the 10-digit phone number.
2. When the voicemail greeting plays, press #.
3. Enter the 4-digit PIN and press #.

About the Voicemail PIN

- **The default PIN is 1234.**
- For security reasons, users can only set up or reset the default PIN from the device that is directly connected or registered to the account.
- The first time the voicemail box is accessed using the default PIN, the user be prompted to set a new PIN which must be 4-digits or longer.
- PIN-less voicemail access can be set up for ALL of your customers, allowing them to access their voicemail from registered devices without using their PIN.

Voicemail Menu

Once logged in, **press 1** to listen to messages. Use the following to navigate the menu:

- **Press 1:** Skip message
- **Press 2:** Save message
- **Press 3:** Erase message
- **Press 9:** Repeat message
- **Press 0:** Exit menu

Personalized Options

Once logged in, **press 8** to access the personal options:

- **Press 1:** Change the PIN
- **Press 2:** Manage the greetings
 - **Press 1:** Change the default greeting
 - **Press 2:** Change the "busy" greeting
 - **Press 3:** Change the "no answer" greeting
- **Press 5:** Forward your calls
 - **Press 1:** Forward all calls (then enter your destination)
 - **Press 2:** Send calls to your line
- **Press 9:** Repeat personal options
- **Press 0:** Exit menu