

VOICEMAIL

INSTRUCTIONS & TIPS

HOW TO CHECK VOICEMAIL

1. Dial into your voicemail portal.

There are two ways to dial into your voicemail portal. Feel free to use either option, whichever option you find to be the most convenient.

- a. Option 1: Press the Messages button or Envelope icon on your phone, select Message Center, select Connect, and follow the automated prompts.
- b. Option 2: Dial your extension number from your phone, press send, and follow the automated prompts.

2. Enter Passcode

- a. Your default passcode is 0000 followed by the # key.
- b. The system will ask you to setup a new passcode. Please enter a new passcode composed of four digits followed by the # key. It will ask you to confirm your new passcode by having you enter it again (twice).

3. State Your Name

- a. Please state your name when prompted. This will be used if you choose to utilize the automated voicemail greeting rather than recording a personalized voicemail greeting.

4. Recording Personalized Greeting

- a. Once you have recorded your name, you will hear several prompts. Please choose Option 1 (access your mailbox).
- b. You will hear additional prompts. Please select the No Answer Greeting prompt. This is the personalized greeting that you should record.

5. Voicemail Setup Complete

HOW TO CHECK VOICEMAIL WHEN AWAY FROM OFFICE

1. Dial into your voicemail portal

- a. If you have a direct number/personal number/number that was assigned to you for the voicemail portal dial your ten digit number (from any phone).
- b. Press the * key as soon as you hear your voicemail recording pick up.
- c. Enter your passcode when prompted, followed by the # key.
- d. Follow the automated instructions to listen to your messages.

2. Dial into your voicemail portal (without direct number)

- a. If you do not have a direct number/personal number/number that was assigned to you for the voicemail portal you can check your voicemail when away from the office by doing the following.
- b. Dial main office number (ten digit number) from any phone.
- c. As soon as you hear the main/generic voicemail box press the * key.
- d. The system will ask for your password and then it says “if you are not calling from your own phone please press the * key.”
- e. Enter your extension number when prompted, followed by the # key.
- f. Enter your password when prompted, followed by the # key.
- g. Follow the automated instructions to listen to your messages.

3. Dial into your voicemail portal from within the office (from a different handset)

- a. If you are at a different handset within the office you can dial into the voice portal by dialing the voice portal extension number, 9's.
If your company has two, three, or four level extension numbers this will determine your voice portal extension number.
- b. Example:
 - i. If your extension number is two digits (10) your voice portal number will be 99.
 - ii. If your extension number is three digits (100) your voice portal number will be 999.
 - iii. If your extension number is four digits (1000) your voice portal number will be 9999.
- c. Dial the 9's extension number that matches your company's extension number set-up. It will ask for your password, press the * key, enter your extension number followed by the # key, enter your passcode, and follow the prompts.

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