How to Setup and Manage Your Voicemail

This guide will help you setup and record greetings for your voicemail from any IP phone inside your network, or from any outside phone. Before you start, you'll need your voicemail number (last four digits of your telephone number) and a default passcode.

Accessing Your Voicemail from Inside Your Network

1) To access your voicemail, dial 643-BAiO (643-2246) or dial your 4-digit extension number
   If this is the first time you are accessing your voicemail, please see the section below: "Accessing your Voicemail for the First Time"
2) Enter your passcode (_____) followed by the **#** key
3) Press **1** to access your voicemail box

> A voicemail "passcode" is often referred to as a "voicemail pin number". They are essentially the same – this guide refers to it as a "passcode"

Accessing Your Voicemail From Outside Your Network

1) To access your voicemail, dial 643-BAiO (643-2246)
   Your will hear the following message, "Please Enter your mailbox ID now, followed by the pound key"
2) Enter your 10-digit phone number, followed by the **#** key
3) Press **1** to access your voicemail box

> To Repeat any menu: press **#**
>
> To go back to the previous menu: press ✶

Accessing Your Voicemail For the First Time

1) If you are dailing your voicemail for the first time, you'll be prompted to enter the default passcode (_____) followed by the **#** key
2) Enter a new passcode. The new passcode should be between 4-6 digits
3) Re-enter the passcode again
4) Next, the voicemail system will ask you to record a personalized name.Record your name and press the **#** key
5) If you're happy with your name recording, press the ✶ key
   Your voicemail is now ready to use

Forwarding a Voicemail to another user

After listening to a voice message, you have the option of forwarding the message to another person. To do this, follow the steps below.

1) Press 9 for additional options once you've listened to the message
2) Press 2 to forward the current message
3) You will then be asked to "start recording you intro" that will forward along with the voicemail
4) Press 3 to forward the message to one or more destinations

How to transfer a call directly to Voicemail

1) When on an active call, press the "transfer" soft key
2) Dial ✶55 and wait for the announcement to play
3) The announcement will say "To transfer your call to your mailbox, press the # key or hang up. To transfer your call to another mailbox, enter the mailbox ID now followed by the # key. To cancel, press the ✶ key."
4) Enter the mailbox ID that you wish to transfer the call to followed by the # key
5) The transfer is complete

643-BAIO (2246)

Main Menu

Listen to Messages **1**

Record Mailbox Busy Greeting **2**

Record Mailbox No Answer Greeting **3**

Record Mailbox Extended Away Greeting **4**

Compose & Send Message **5**

Delete All Messages **7**

Modify Message Deposit Settings **8**

Go to Compilot Voice Portal **✱**

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1 **Listen to Messages**

Save message	**#**
Erase message	**7**
Repeat message	**2**
Play message envelope	**5**
Additional options	**9**

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2 **Record Mailbox Busy Greeting**

Record new busy greeting	**1**
Play current busy greeting	**2**
Revert to default system greeting	**3**

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3 **Record Mailbox No Answer Greeting**

Record new no answer greeting	**1**
Play current greeting	**2**
Revert to default system greeting	**3**

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4 **Record Mailbox Extended Away Greeting**

Record new extended away greeting	**3**

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5 **Compose New Message**

Begin recording after the tone.

End recording	**#**

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7 **Delete Messages**

Confirm deletion	**1**
Cancel deletion	**✱**

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8 **Modify Message Deposit Settings**

Enable message deposit for mailbox	**1**
Disable message deposit for mailbox	**2**
Listen to message deposit status	**3**

✱ **Go to Compilot Voice Portal**

Access voicemail box	**1**
Change compilot express profile	**2**
Go to greetings menu	**3**
Record new announcement	**5**
Change passcode	**8**
Exit voice portal	**9**

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9 **Additional Options**

Reply to the current message	**1**
Forward current message	**2**

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2 **Forward Current Message**

Begin recording message after the tone. Press # to end message.

Forward message to 1 or more destinations	**3**
Change current intro	**1**
Listen to current intro	**2**
Mark message as urgent	**6**
Mark message as confidential	**7**

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3 **Record & Confirm Greeting**

Activate extended away greeting	**1**
Record new extended away greeting	**3**
Play current greeting	**4**