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 For the First time

1) If you are dialing 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 4-8 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 to save your recording.
6) Your voicemail is now ready to use.

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 above: "Accessing Your Voicemail For the First time".
2) Enter your passcode (_____) followed by the # key.
3) Press **1** to access your voicemail box.

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.

   Press **1** to access your voicemail box**.**

Accessing Multiple Voicemail Boxes From one Phone

For phones that have multiple voicemail boxes programmed, follow the steps below.

- Depending on your model phone, press or tap the **envelope icon** ✉ .
- Use the **Navigation pad** to choose the voicemail box you want to access.
- Press the **Select** soft key to access that specific line.
- Press the **Connect** soft key to access the voicemail box.

Note: For IP phones, follow the same steps as above. However, use the "**messages**" button versus the envelope button.

Helpful Hints

- To rewind or fast forward during a voicemail, press **1** to rewind (about 3 second increments) or **3** to fast forward (about **3** second increments).
- To access a previous message press **4** or, to skip to the next message press **6**.
- To repeat any menu, press **#**. To go back to the previous menu press **✱**.
- Each Voicemail box has 30 minutes of storage.
- After a voicemail is played, the message can be saved for 15 calendar days.
- After listening to a voicemail, if the message is neither saved nor deleted, the Message Waiting Indicator light will still blink and the *envelope icon* will appear.

Note: After entering your voicemail passcode, press 1 to access your voicemail box. The options below will then play:

Listen to Messages — **1**

Record Mailbox Busy Greeting — **2**

Record Mailbox No Answer Greeting (personalized message) — **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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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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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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3 Record & Confirm Greeting

Activate extended away greeting — **1**

Record new extended away greeting — **3**

Play current greeting — **4**

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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**