

Configuring Your Unified Messaging

To access your voicemail press New Call, then 5555, then Send

Setting up voicemail for the first time

1. You will be asked for your temporary password which is 0000 followed by the # key
2. You will now be asked to change your temporary password
3. You will now be asked to record your name – this is not the greeting which will be played to inbound callers.
4. From the main Menu press 1 for Mailbox Features
5. You will now be prompted to record a greeting. Your Busy greeting will be played to callers when you are engaged. Your No Answer greeting will be played to callers if you do not answer the call

Retrieving Messages From Your Own Phone

1. When you receive a voice message the red message lamp will alight on you telephone [if this feature is supported by the handset].
2. Dial into Voicemail by pressing New Call, then 5555, then Send
3. Enter your password followed by the # key when prompted
4. You will now told how many messages you have and Press 1 to hear them
5. At the end of each message you will be prompted to Save or Delete the message

Note: An easier way to retrieve messages is to have them sent to your email inbox. Provided you have a multimedia PC, you can simply play the messages back as audio files. Configure this feature through Unity desktop under Settings or contact your Service Provider

Retrieving Messages Remotely [From Any Other Phone]

1. Dial your own DDI number
2. When your voice message starts, interrupt the greeting with the * key
3. You will be prompted for your mailbox number. This is the same as your extension number and would normally match the last 4 digits of your DDI number
4. Enter your password when prompted and listen to messages as normal

Changing your Voicemail greeting

- Dial into Voicemail by pressing New Call, then 5555, then Send
- Enter your password followed by the # key when prompted
- You are now at the Main Menu
- Press 1 for Voice Mailbox
- Press 2 to change your Busy Greeting
- Press 3 to change your No Answer Greeting
- Follow prompts for playback and to save

