

To Playback Voicemail:

1. **By phone:**
 - a. Dial your voicemail number or hit **“Voicemail/Message”**
 - b. Enter your PIN, press **“#”** and then **“*”** to play your messages.
2. **Web Client:** Click on **“Voicemail”** and click the playback icon to listen to the message on your selected phone.
3. **Android & iOS App:** Tap on the burger menu and select **“Voicemail”**, tap on the voicemail and select **“Play”** to listen to the message.

Change Voicemail Greeting:

You can manage your voicemail by dialing “999”. A voice menu system will ask you to enter your **Personal Identification Number** (PIN) followed by “#”. The initial options you are presented with, are the following:

Dial * to play your messages.

Dial “9” to go to options.

Dial pound “#” to exit.

When you dial “9” for options, the following options will be announced by the voicemail system. Dial the respective numbers to change and update these features:

Dialing “1” allows you to change your profile status.

Dialing “3” allows you to dial a number.

Dialing “4” allows you to delete all read messages.

Dialing “5” allows you change your self-identification message. **This is for dial by name directory purposes. Not to be mistaken for VM.**

Dialing “6” allows you to play mailbox information.

Dialing “7” allows you change your voicemail PIN number.

Dialing “8” allows you to change your greeting message.

Dialing “9” allows you to restart the voice menu prompts.

Make, Receive & Transfer Calls:

1. Dial the number on the keypad and hit the send or enter button.
2. OR select a contact or extension from your Web Client or a number from a web page, hit call.
3. The Web Client triggers the call on your deskphone if selected via the phone selector toggle.

To Transfer a Call:

- **For blind transfer:** Press **“Transfer”**, dial the extension, press send/dial and hang up, OR select **“B Transfer”**.
- **Attended transfer:** Press **“Transfer”**, dial number or select extension, press **“Send”**, announce the caller, press **“Transfer”** and hang up.
- **Transfer to voicemail:** dial *4 followed by the extension number and hit **“B Transfer”**.