

1. Accessing your Mailbox and Messages

By default you can access your mailbox from your extension without needing to use your access code as your extension's number is treated as a 'trusted source'. Your system maintainer can change that if required. They can also configure other numbers as trusted sources for your mailbox if you require that.

From non-trusted sources, entry of your mailbox access code is required. For example, entry of your access code is usually required if your maintainer has configured a method for you to access your mailbox from remote locations other than your own extension.

To log in to your mailbox:

1. Dial ***17** from your own extension. By default you can access your own mailbox from your own phone without needing to use your [access code](#) ¹⁶⁷. Enter your access code if requested.
- 2.
3. You will hear a prompt telling you how many messages you have. The voicemail system will start playing your new messages. The following is a summary of the options that are available when you have logged into your mailbox.

Mailbox
<ul style="list-style-type: none"> • Play old messages = 1 • Play saved messages = 2 • Fast forward = # • Rewind = * • Repeat last message = 7 • Skip current message = 9 • Delete current message = 4 • Save current message = 5 • Call back sender = ** • Forward message = 6 • Edit greeting = 3 • Record Name = *05 • Change mailbox code = *04 • Direct all to email = *01 • Send email notification = *02 • Turn email off = *03 • Outcalling options = *07 • Help = *4

3. Edit Greeting
<ul style="list-style-type: none"> • Listen to greeting = 1 • Record new greeting = 2 • Save new greeting = 3 • Save new greeting as a loop = 4 • Return to mailbox = 8

6. Forwarding
<ul style="list-style-type: none"> • Forward to email = 1 • Forward to extensions = 2 • Forward with header message = 3 <p>[Follow each extension number with # and then a final # to finish.]</p>

*07. Outcalling
<ul style="list-style-type: none"> • Listen to settings = 0 • Configure outcalling = 1 • Turn outcalling off = 6 • Turn outcalling on = 9 • Return to mailbox = 8

IMPORTANT

Once a new message has been listened to, it is marked as 'old' and is automatically deleted after 24 hours. If you do not want the message deleted, you must mark it as 'saved' by pressing **5** whilst listening to the message.