



VoiceMail

User Guide

Updated Version 05.13.20

USING THE VOICEMAIL SYSTEM

The voicemail system is menu driven. Listen to the voice prompts and then press the keys on your phone to select which option you would like.

SETTING UP YOUR VOICEMAIL

The first time you access your voicemail box you will be asked to set up your mailbox, create new PIN and record your name and a greeting to be played by callers. When you have one or more unheard voice messages waiting, your phone will display a solid red light on the top of the phone.

FROM YOUR OWN PHONE:

- Press the Messages button or dial *98
- Enter voicemail PIN (Note - will need to create one if this is first time accessing voicemail box)
- If you don't know remember the PIN please contact your network administrator
- If you have new messages, the messages will be identified
- After hearing any new messages, you will be presented with the Voicemail Main Menu. The Main Menu options are listed as below

VOICEMAIL MAIN MENU

ACTION	KEY
Play Inbox Messages	1
Send Messages	2
Work with Greetings	3
Mail Box Settings	4
Access Deleted Messages	6
Log on as a different user	7
Help	0
Exit Voicemail System	*

MESSAGE PLAYBACK OPTIONS

ACTION	Before Message	During Message	After Message
Skip Message	9	N/A	N/A
Reply to Message	4	4	4
Delete	3	3	3
Mark as New	2	2	2
Send a Copy	5	5	5
Repeat Message	1	1	1
Pause/Resume	8	8	8
Back to Menu	*	*	*
Next Message	#	#	#

FORWARDING A MESSAGE

While listening to messages, you can send a copy of the message to another recipient.

- To Forward the current message, press 5.
- Enter an extension number or Distribution Group Number. Repeat this step until you've entered all the desired destinations.
- Press # when finished entering destinations.
- You will be prompted to record an introduction.
- After the tone, record your introductory message and press # when finished.
- Press # to send.
- Press 1 for delivery options.

CHANGING YOUR VOICEMAIL PASSWORD

- From Main Menu, press 4 to change your settings.
- Press 3 for security options.
- Press 1 to change the PIN.

OR

Reset password by logging into CommPortal

REPLYING TO A MESSAGE-DIALING

THE ORIGINATOR

- While listening to a message, you can call the person back by pressing 4 and selecting option 1.
- This capability will not work if the voicemail system was not able to identify the Caller ID information when the original voicemail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.

RECORDING YOUR PERSONAL GREETING

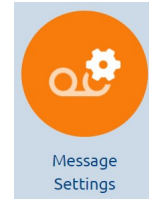
- From the Main Menu, press 3.
- To set up a personal greeting press 1.
- To set up a system generated greeting or to change the recording of your name press 3.
- To change the greeting that callers hear when you're busy press 5.
- If you don't record a personal greeting, a generic greeting will be played.

FORWARDING A MESSAGE

ACTION	Before Message
Review the message	1
Mark message as urgent	2
Mark message as private	3
Re-record your message	4
Request a delivery report	5
Request a read report	6
Add or remove recipients	7
Send the message as is	#
Exit or cancel press	*

SETTING UP VOICEMAIL TO EMAIL

1. Open CommPortal and click on " Message Settings "



2. Tick the checkbox that says, "Forward message as emails" and click on " add an email address". Note - Depending on services some features might not be available.

Message Settings

▼ General

Incoming calls are forwarded to voicemail after seconds

Transcribe voicemails in your inbox

Enable live screening ?

Forward messages as emails

Forward to:

[add an email address](#)

Leave original in Inbox

Include action links in emails

1

2

3. Enter the email address you want voicemails to be forwarded to and click "Add".

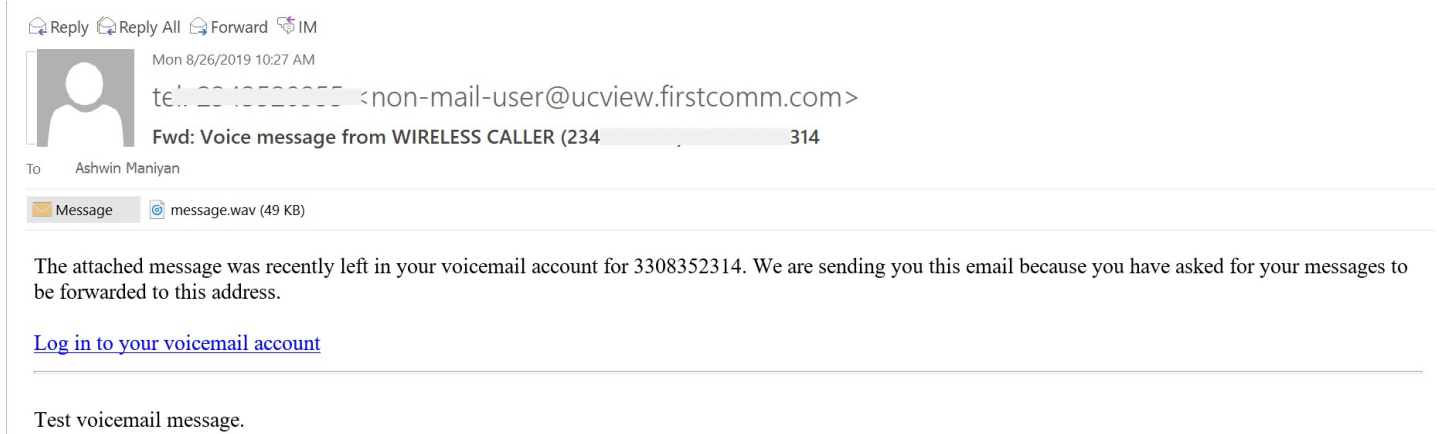
Email Address:

Add

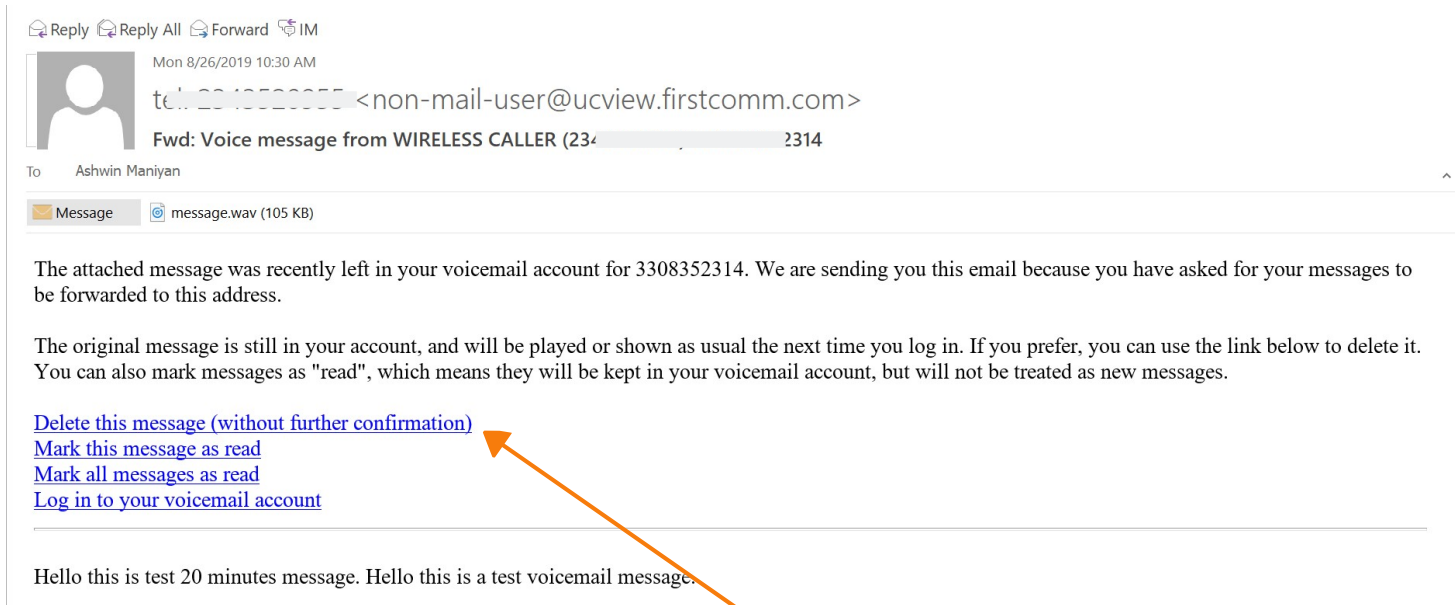
Cancel

Click Add

VoiceMail message delivered to an email address without action links is as shown below



4. Tick "Leave message in Inbox" Leave original in Inbox if you wish to have voicemails forwarded to your email address as well as in your physical voicemail inbox.
5. Tick "Include action in emails" Include action links in emails to include actions as such Delete, Mark message as read etc.



You can delete voicemail by clicking here

ENABLE LIVE SCREENING

Live screening rings your phone with a different ringtone when a caller is being sent to voicemail. You can pick up the phone and hear the voicemail as it is being recorded live without the caller knowing that you are listening in.

Message Settings

General

Incoming calls are forwarded to voicemail after seconds

Transcribe voicemails in your inbox

Enable live screening ?

Forward messages as emails

Forward to:

[edit](#) | [remove](#)

[add an email address](#)

Leave original in Inbox

Include action links in emails

Voicemails



Click here to
enable Live
Screening



ACCESSING VOICEMAIL OUTSIDE THE NETWORK

There are multiple ways you can access voicemail outside your network as described below :

1. *Using Accession Clients such as Desktop app or Mobile App (if you currently use apps)
OR
2. Forward all your voicemail to email and access it from your email client (Refer section "SETTING UP VOICEMAIL TO EMAIL" to set up voicemail to email) **OR**
3. From your dedicated phone extension **OR**
4. Dial your 10 digit phone number (DID) from any external phone and hit '*' when your voicemail greeting starts to play. You will be then prompted to enter your phone number (either your extension or 10 digit phone number) then hit '#'. Next, enter your voicemail PIN and '#' to access your voicemails **OR**
5. Dial **2242336245** from any external phone and when prompted enter your 10 digit phone number (DID) and hit '#'. Next, enter your voicemail PIN and '#' to access your voicemails

MORE QUESTIONS?

If you have any additional questions about setting up voicemail call us at **800-860-2934** or email businesscare@firstcomm.com.

You can access all user guides here :

<https://www.firstcomm.com/products/cloud-ip-pbx/user-guides/>