**To Access Mailbox**

**Extension Mailbox Visual Voice:**

Press 🖂 and scroll down through each of the following:

**Listen**; Select New/Old/Saved

**Message;** Send voice message internally

**Greeting;** Listen, Record, Submit and Delete mailbox greeting.

**Name;** Listen, Record, Submit and Delete mailbox name.

**Passcode;** Change passcode.

**Voicemail On/Off.**

**Access Extension or Group Mailbox:**

Dial \*17 or press programmed Mailbox button.

You will hear a prompt telling you how many messages you have. The mailbox 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**

* Play old messages = 1
* Play saved messages = 2
* Fast forward (5 seconds) = #
* Rewind (5 seconds) = \*
* 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**

* 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**

* Forward to email = 1
* Forward to extensions = 2
* Forward with header message = 3

**Note:** Follow each extn. number with # and then a final # to finish eg. 200#201##

**\*07.** **Outcalling**

* 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 message deleted, you must mark it as ‘saved’ by pressing 5 whilst listening to message.

**Default Mailbox Controls**

To switch on, dial **\*18**. To switch off, dial **\*19.**

To retrieve your Voicemail, dial **\*17.**

To turn Voicemail Ringback on, dial **\*48.** To turn Voicemail Ringback off, dial **\*49.**