

Instructions for accessing your messages via telephone

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**Deleted:** Listening to Voicemail Messages

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**To access your messages via telephone**

1. Dial the voicemail access feature code (**\*1** by default). If your telephone forwards to a mailbox you are logged in automatically. If not, you are prompted for a mailbox and password. Alternatively, dial the voicemail login feature code, and you are always asked for a mailbox and password.

2. Follow the prompts to navigate the menus. The following prompts are available at this level:



**Listeningto Voicemail Messages**

You can listen to your voicemail messages.

**To listen to your voicemail messages**

1. Access your messages via telephone (see Accessing Messages via Telephone).

2. Press **1** to listen to your voicemail messages in your mailbox.

3. Follow the prompts to navigate the menus. The following prompts are available at this level





**Changing Folders**

You can access your messages that are located in other folders.

**To change folders**

1. Listen to the voicemail messages in your mailbox (see section Listening to Voicemail Messages).

2. Press **2** when you hear the name of the folder you want to access

**Playing the Previous Message**

You can play the previous message in your mailbox.

**To play the previous message**

1. Listen to the voicemail messages in your mailbox (see section Listening to Voicemail Messages).

2. Press **4** to play to the previous message.

**Repeating the Current Message**

You can repeat the current message.

**To repeat the current message**

1. Listen to the voicemail messages in your mailbox (see section Listening to Voicemail Messages).

2. Press **5** during the message you want to repeat

**Playing the Next Message**

You can play the next message in your mailbox.

**To play the next message**

1. Listen to the voicemail messages in your mailbox (see section Listening to Voicemail Messages).

2. Press **6** when you reach the message you want to skip over to move to the next message.

**Deleting the Current Message**

You can delete the current message.

**To delete the current message**

1. Listen to the voicemail messages in your mailbox (see section Listening to Voicemail Messages).

2. Press **7** when you reach the message you want to delete.

**Forwarding the Current Message to another Mailbox or Mailboxes**

You can forward messages to another mailbox or mailboxes.

**To forward the current message to another mailbox or mailboxes**

1. Listen to the voicemail messages in your mailbox (see section Listening to Voicemail Messages).

2. Press **8** when you reach the message you want to forward.

3. Follow the prompts to select the mailbox or mailboxes to which you want to forward the message.

**Saving a Message in a Folder**

You can save messages to specific folders.

**To save a message**

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1. Listen to the voicemail messages in your mailbox (see section Listening to Voicemail Messages).

2. Press **9** when you reach the message you want to save.

3. Follow the prompts to select the folder to which you want to save the message

**Rewinding a Message**

You can rewind a message while it is playing.

**To rewind a message**

1. Listen to the voicemail messages in your mailbox (see section Listening to Voicemail Messages).

2. Press **\*** while the message is playing.

**Skip to the Next Message**

You can skip the rest of the message you are listening to, and move ahead to the next message.

**To skip to the next message**

1. Listen to the voicemail messages in your mailbox (see section Listening to Voicemail Messages).

2. Press **#** while listening to the message you want to skip.



**Accessing Advanced Options**

The advanced options provide you with the following capabilities:

Replying to a voicemail

Playing a message envelope

Leaving a message

Returning to the main menu

**To access the advanced options**

1. Access your messages via telephone (see Accessing Messages via Telephone).

2. Press **3**.

3. Follow the prompts to navigate the menus. The following prompts are available at this level.



**Replying to a Voicemail**

You can reply to a voicemail in your mailbox.

**To reply to a voicemail**

1. Access your mailbox’s advanced options (see Accessing Advanced Options).

2. Press **1** and follow the prompts.

3. Press **\*** to return to the main menu.

**Playing a Message Envelope**

You can play a message envelope.

**To play a message envelope**

1. Access your mailbox’s advanced options (see Accessing Advanced Options).

2. Press **3** and follow the prompts.

3. Press **\*** to return to the main menu.

**Leaving Messages**

**To leave a message**

1. Access your mailbox’s advanced options (see Accessing Advanced Options).

2. Press **5**. And follow the prompts.

3. Press **\*** to return to the main menu.

**Returning to the Main Menu**

**To return to the main menu**

Press \*.



**Configuring Mailbox Options**

**To configure your mailbox options**

1. Access your messages via telephone (see Accessing Messages via Telephone).

2. Press **0**.

3. Follow the prompts to navigate the menus. The following prompts are available at this level



**Accessing Messages via Telephone**



**Recording an Unavailable Greeting**

You can record a greeting informing callers that you are unavailable.

**To record an unavailable greeting**

1. Access your mailbox options (see Configuring Mailbox Options).

2. Press **1** and follow the prompts.

**Recording a Busy Greeting**

You can record a greeting informing callers that the line is busy.

**To record a busy greeting**

1. Access your mailbox options (see Configuring Mailbox Options).

2. Press **2** and follow the prompts.

**Recording a Your Name**

You can record your name to inform callers that they have reached your mailbox.

**To record your name**

1. Access your mailbox options (see Configuring Mailbox options)
2. Press **3** and follow the prompts

**Recording a Temporary Greeting**

You can record a temporary greeting that callers will hear when they reach your mailbox during a specified time.

**To record a temporary greeting**

1. Access your mailbox options (see Configuring Mailbox Options).

2. Press **4** and follow the prompts.

**Changing Your Password**

You can change the password you use to access your mailbox.

**To change your password**

1. Access your mailbox options (see Configuring Mailbox Options).

2. Press **5** and follow the prompts.

**Accessing Help**

**To access help**

Press **\***.

**Exiting Enswitch :** Press **#**.