



# Voicemail

Green Platform

## Voicemail Quick User Guide

The following sections of this guide display the most common voicemail options. Availability and arrangement of these options and more may depend on the class of services deployed. For changes questions concerning your account, please see your system administrator or contact Telesystem.

## Using Telesystem Voicemail System

The voicemail system is menu driven. Listen to the voice prompts then press the keys on your phone to select the desired option.

## Accessing Voicemail

Follow the instructions below to access voicemail.

*From your own Telesystem phone:*

- Press the Message/Voicemail button or dial \*99
- Follow the voice prompts to enter, setup, and manage voicemail

*From an external phone (prior to setting up your account):*

- Dial 866-236-9922
- Enter your 10 digit phone number followed by #
- Enter your current voicemail password followed by #
- Follow the voice prompts to enter, setup, and manage voicemail

*From an external phone (after setting up your account):*

- Dial your 10 digit phone number
- During your voicemail greeting, press \*
- Follow the voice prompts to enter, setup, and manage voicemail

Default PINs are the last four digits of the telephone number once or twice, depending on the service deployed. If you are setting up your account from your phone, you may not be asked for the PIN the first time you log in.

## Voicemail Main Menu

Upon entering the voicemail system, you will be presented with the Main Menu options.

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

## Message Playback Options

While accessing the voicemail system via the telephone, the following options may be available.

ACTION	Before Message	During Message	After Message
<b>Skip Message</b>	# (skips header, goes to message body)	# (skip to next message)	N/A
<b>Reply to Message</b>	N/A	4	4
<b>Save Message and go to next</b>	N/A	2	2
<b>Delete</b>	N/A	3	3
<b>Play Inbox Messages</b>	1	N/A	1
<b>Send Messages</b>	N/A	5 (see send copy section below)	5 (see send copy section below)
<b>Change Voicemail Greetings</b>	3 (from main menu)		
<b>Mailbox Settings</b>	4 (from main menu)		
<b>Access Deleted Messages</b>	6 (from main menu)	N/A	After playing a deleted message, 2 to save, 3 to erase permanently
<b>Logon as Different User</b>	9 (from main menu)		
<b>Help</b>	0	0	0
<b>Return to Main Menu, Exit Voicemail System</b>	*  (repeatedly, depending on how deep you are in the menu)	*	*

## Send a Copy

While listening to messages, you can send a copy of the voicemail message to another voicemail subscriber in your company using the following instructions:

- **Press 5** during or after voicemail playback
- When prompted, **enter the full 10 digit phone number of the subscriber** you want to send the voicemail to.
- When finished entering all destinations, **press #**
- **Follow the prompts** to record and introduction, allocate delivery options, and finish sending the message.

## Changing Your Voicemail Password

First time users may be required to update their voicemail PIN automatically. If the account is already initialized, however the PIN can still be changed using the following instructions.

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

Telesystem strongly suggests the following to ensure voicemail PIN security:

- Always change the default passwords for all voicemail boxes.
- Choose a complex voicemail password of at least six digits (up to 20).
- Change your password frequently.
- Do not use obvious passwords such as an address, birthdate, phone number, repeating number, or successive numbers.

*If you have been given access to the User CommPortal, you may access the portal to activate voicemail to email notifications. Access guides for this and more at <https://www.telesystem.us/hosted-voip-green> or speak with your system administrator.*