



3CX Voicemail Guide

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Voicemail Guide

Overview


The purpose of this document is to take you through the process of setting up your voicemail and how to retrieve your voicemail.

We're here to help! If you have any questions about your voicemail please reach out to us at support@datacommplus.com.

Voicemail


Initial Voicemail Setup

You will want to set up your voicemail right away. You should receive a Welcome Email which will contain the PIN number for the first time you access your voicemail.

- Press the *Message* button 
- Enter the PIN that is provided via your welcome email
- Dial 7 to change your PIN number if you so choose
- Dial 8 to record your greeting

Accessing Voicemail

You will be able to see that there is a voicemail waiting for you by the LED light blinking and/or the Message button flashing.

- Select the *Message* button 
- Enter your PIN number followed by #
- You will hear a recording advising you how many voicemails you have waiting
- Press * to play the voicemail
- Once the voicemail has played you will hear the options available on how to delete, save, etc. that voicemail.
- Once completed you can hang up

Retrieve Voicemail from a different IP phone

You can access your voicemail from a different IP phone other than your own.

- Dial 9999 or 999 (depends on the number of characters in each of your extensions)
- Press “#”
- You will be asked to enter your extension number, type in your extension number
- You will then be asked for your voicemail PIN number. Type in your voicemail PIN number then press “#”
- Follow the voice prompts to check or delete your voicemails.

Voicemail Options

Once you are logged into your voicemail dial 9 to reach Options

- Dialing “1” allows you to change your profile status.
- Dialing “3” allows you to dial a number.
- Dialing “4” allows you to delete all read messages.
- Dialing “5” allows you to change your self-identification message.
- Dialing “6” allows you to play mailbox information.
- Dialing “7” allows you to change your voicemail PIN number.
- Dialing “8” allows you to change your greeting message.
- Dialing “9” allows you to restart the voice menu prompts.