



FreePBX Voicemail Guide v2.6



If you need further assistance, please reach out to us at support@datacommplus.com. Once we receive your request one of our representatives will get back to you as soon as possible to help you with any of your phone system needs.

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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 need to set up your voicemail right away and change your PIN number.

- Press the *Message* button (labeled with an envelope) and enter the **PIN** which is your extension number.
 - You will be prompted to record your name, greetings and then your PIN number. Please change your PIN number to any other number besides your extension number. Your extension number is used by us to process support requests so it cannot be the same.
- Once logged in, configure your recorded name, greeting, and other options.

Retrieve 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 in your PIN number
- 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

Voicemail Options

During the playback of messages it is possible to skip forward to the next message by **Pressing 6** or back to the previous message by **Pressing 4**.

Once you have heard each message you can select one of the following options or **Press 6** to skip to the next message:

- **Press 3 for Advanced Options** (this includes the option to hear the time the message was left and the callers number)
- **Press 5 to Repeat** the message
- **Press 7 to Delete** the message
- **Press 8 to Forward** the message to another user (you will be asked for the extension number to send the message to)
- **Press 9 to Save** the message

Retrieve Voicemail from a different IP phone

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

- Dial *98
- Dial your extension number and PIN
- Follow the voice prompts to check or delete your voicemails.

Retrieve Voicemail from outside the office

The steps below walk you through accessing your voicemail from outside the office

- Pick up your phone and dial the number your administrator provided you with.
- Be asked to be transferred to your extension or dial your extension number from the greeting
- Once you hear your voicemail recording dial *
- Dial your PIN
- You will be given access to your voicemail. Follow the voice prompts to check, delete or listen to your voicemails.

Voicemail Greeting Types

- Unavailable Greeting: Default greeting, used if you don't answer the phone.
- Busy Greeting: Used when you are on the phone or DND (do not disturb) is enabled.
- Temporary Greeting: Will override the other two greeting types, ideal for vacation, etc.

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