



voicemail information

General operation of your voicemail

You can access your voicemail by dialing "5555", pressing the voicemail option on the phone, or click the envelope on 3CX Phone.

Once connected to voicemail, you will be presented with the voicemail auto attendant interface. This feature will then present you with a voice menu system which announces the voicemail options and allows you to dial a key to access and manage those options.

The Phone Method:

Initial options you are presented with are the following:

- Dial * to play your messages
- Dial 9 to go to options
- Dial pound(#) to exit

To configure your voicemail, dial "9".


The following are the options announced by the voicemail system and by dialing their corresponding keys you can access, change and update these features:

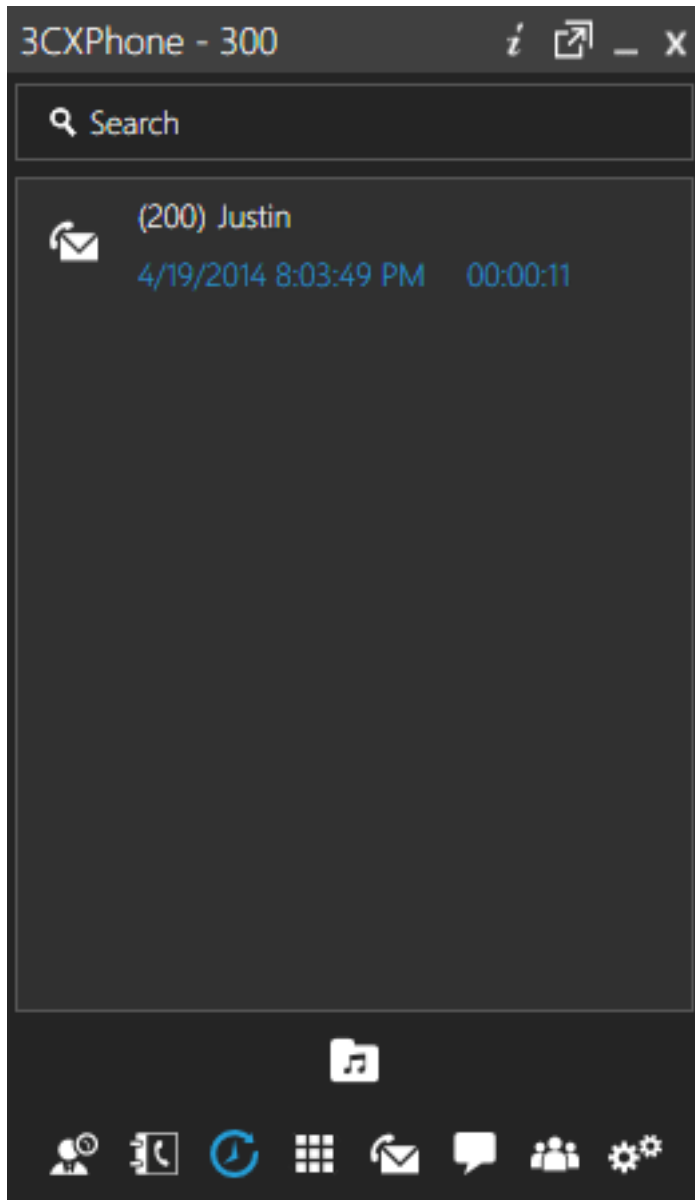
- Dialing "1" allows you to change your profile status.
- Dialing "3" allows you to dial a number.
- Dialing "4" allows you to delete all read messages.
- Dialing "5" allows you change your self-identification message.
- Dialing "6" allows you to play mailbox information.
- Dialing "7" allows you change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

The "greeting message (8)" is the most common area for changes and updates. This is because it allows the traditional audio clip for voicemail. You can choose to have one set for all time or you can choose to update the greeting as much as you like.

This space intentionally left blank

The 3CX Phone Method:

To access your voicemail simply click on the  icon at the bottom of the window.



Here a call was received and someone left a message. To check this message:

1. Simply double click anywhere on that message.
2. Then choose any of the options you wish for the message.

The options are as follows:

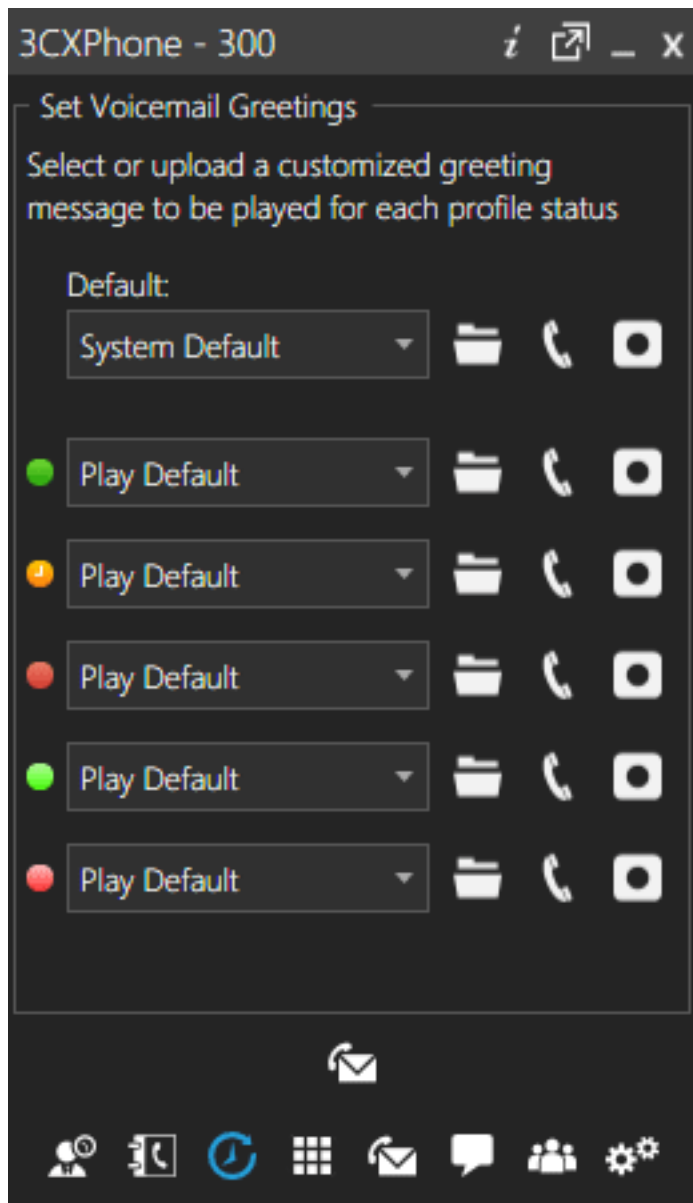
- Play voicemail
- Play on Phone
- Call
- Mark as heard
- Mark as new

Additional 3CX Phone Options for Voicemail:

To record greetings depending on the condition set your profile. Press this button



(as pictured on page 2)



These options are more robust than the standard option you get with the “phone option”.

Simply choose which type of “away, out of office, etc” you want and record your greeting message.

You can also upload a recording if you happen to have that available.