

## Voicemail

### Message Notification

There are 3 ways to receive message notification:

- 1) Flashing light on VoIP phone.
- 2) Email on computer and/or Smartphone.
- 3) Flashing light on VoIP phone *and* email on computer and/or Smartphone.

### Access from your VoIP Phone Extension

- 1) Dial \*98 or press the [Messages](#) button.
- 2) Enter password followed by the # key when prompted.
- 3) Follow voicemail menu prompts.

### Access from another Extension on your System

- 1) Dial \*99.
- 2) Enter your voice mailbox number followed by the # key.
- 3) Enter your password followed by the # key.
- 4) Follow voicemail menu prompts.

### Remote Access to Voice Mail via Auto-Attendant (AA)

- 1) Dial the telephone number associated with the AA.
- 2) Press the \* button when the AA answers.
- 3) Enter your voice mailbox number followed by the # key.
- 4) Enter your password followed by the # key.
- 5) Follow voicemail menu prompts.

### Voicemail to Email

Alternatively, voicemails can be automatically packed into .wav files and sent to your email account. They can then be played back on cell phones or computers using a .wav file player such as Windows Media Player on a PC or Remote Wave on a cell phone.

### Voicemail Menu

- **1** Read voicemail messages
  - **3** Advanced options
    - **1** Reply
    - **3** Envelope
  - **4** Play previous message
  - **5** Repeat current message
  - **6** Play next message
  - **7** Delete current message
  - **8** Forward message to another mailbox
    - **1** Use Voicemail number
    - **2** Use Voicemail Directory
  - **9** Save message in a folder
    - **0** Save in new Messages
    - **1** Save in old Messages
    - **2** Save in Work Messages
    - **3** Save in Family Messages
    - **4** Save in Friends Messages
  - \* Help; during message playback: Rewind
  - # Exit; during message playback: Skip forward
- **2** Change folders
  - **0** Switch to new Messages
  - **1** Switch to old Messages
  - **2** Switch to Work Messages
  - **3** Switch to Family Messages **4** Switch to Friends Messages
- **3** Advanced Options
  - **5** Send Message
    - **1** Use Voicemail number
    - **2** Use Voicemail Directory
- **0** Mailbox options
  - **1** Record your unavailable message
  - **2** Record your busy message
  - **3** Record your name
  - **4** Record your temporary message
    - **1** Record your temporary message
    - **2** Erase your temporary message
  - **5** Change your password
  - \* Return to the main menu
- \* Help
- # Exit

If you require service, email [support@westernitgroup.com](mailto:support@westernitgroup.com) or dial 611 from your VoIP phone. User videos and manuals are available at [www.londonbusinessphone.com](http://www.londonbusinessphone.com) under "Support".