To listen to voicemail over the phone:

Using your office desktop phone, dial your own extension and enter your PIN code when prompted.

Note: When listening to a voicemail message using your phone, you have the following options available:

- **1** - listen to new voicemail

  o during VM playback

    - **1** - replay the current message
    - **2** - delete the VM
      - **5** - confirm deletion
    - **3** - mark message as unheard
    - **4** - skip current message
    - **5** - callback the sender of voicemail
    - **6** - forward voicemail to the extension
    - **#** - skip the playback of message details
  o after VM playback

    - **1** - replay the current message
    - **2** - delete the VM
    - **3** - mark message as unheard
    - **4** - skip current message
    - **5** - callback the sender of voicemail
    - **6** - forward voicemail to the extension
- **2** - listen to old messages
  o during VM playback

    - **1** - replay the current message
    - **2** - delete the VM
      - **5** - confirm deletion
    - **3** - mark message as unheard
    - **4** - skip current message
    - **5** - callback the sender of voicemail
    - **6** - forward voicemail to the extension
    - **#** - skip the playback of message details
  o after VM playback

    - **1** - replay the current message
    - **2** - delete the VM
    - **3** - mark message as unheard
    - **4** - skip current message
    - **5** - callback the sender of voicemail
    - **6** - forward voicemail to the extension
- **3** - personal options

- o **1** - record voicemail greeting
- o **2** - change PIN
- o ***** - return to VM list

Notes:
- Before playing the actual voicemail, the date and time when it has been received will be announced.

- When forwarding the voicemail, the system will provide you with the option to record an introduction message, which is sent along with the forwarded voicemail and plays before the original voicemail when reviewed. If a call is returned for the forwarded message using option 5, the person who forwarded the message will be called, not the person who originally left the voicemail.

To check your voicemail from an outside line:

1. From an outside line call your phone number

2. When the voicemail greeting begins, press **#**
3. Follow the voice prompts, "*Please enter your extension, Press # when done*."
4. Follow the voice prompts, "*Please enter your PIN code. Press # when done*."
5. Follow the voice prompts and select your desired task:

   - Press **1** to listen to new voice messages
   - Press **2** to listen to old messages
   - Press **3** for personal options - this also allows you to update your voicemail greeting

To change your greeting or PIN code

You can call the voicemail system and **record a new greeting** or c**hange your voicemail PIN over the phone**.

Using your office desktop phone, dial your own extension or phone number. You will hear the voicemail phone menu. Listen to the instructions and push the button on your phone that corresponds to the action you want. To cancel or go back at any point, press star (*).

To change the PIN or the email address for voicemail using My Services:

1. Log in to My Services.

2. On the **Overview** tab, you will see your personal phone settings. Note that your current PIN is not visible.
3. To change your voicemail PIN, type the new PIN in both the **Voicemail PIN** and **Retype voicemail PIN** boxes. You do not need to enter your old PIN.
4. To change the email address for receiving voicemail messages, type the new address in the **Send voicemail to** box.
5. Click **Save Changes** before leaving the page.

Note: You can't turn off the voicemail system. Calls are always redirected to voicemail when you don't answer your phone after 25 seconds. If you have **Find Me, Follow Me** set up, calls are redirected to your forwarding number after 15 seconds, and then sent to voicemail after 30 seconds more.

You can learn more about the My Services portal by viewing our Knowledge Base article: [How Do I View or Change My Personal Phone Settings?](#)

To change the PIN or the email address for voicemail using Elevate Desktop Application:

1. Log into *Elevate Desktop Application* > click on **Profile** > choose **Voicemail Settings tab**;
2. Type in the **PIN** into the **Voicemail PIN field**;
3. **Save Changes**.