



How Can I Check My Voicemail?

This article is for Elevate services.

You can check voicemail both over the phone or in your email.

If you have any voicemail messages left for you, the voicemail lights on your phone will be ON. They will be OFF only when you play all the messages on the device.

To listen to voicemail from your email:

First, make sure you have set up headphones or speakers on your computer and adjusted the volume.

Voicemail messages arrive in your Inbox as message attachments. You can view or change the email address for sending voicemail to (see below).

To listen to a voicemail message, open the attachment to play the file.

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
 - 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
- 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
 - 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
 - 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
 - **1** - record voicemail greeting
 - **2** - change PIN
 - ***** - 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.*"
 - **Note:** the extension should be that of the one you are trying to modify/access.
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 **change your voicemail PIN over the phone.**

Using your office desktop phone or any Elevate application, 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 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**.