# **IPCentrix Voicemail Cheat Sheet**

## Accessing the Voice Mail Main Menu

## From your desk phone:

- 1. Dial \*97
- 2. Wait for the prompt, and then enter your password.
- 3. You will now be in the main menu.

#### **Reviewing Voicemail Messages**

#### From the Main Menu

1. Press 1 to access new messages. Press 1 again to confirm.

#### OR

1. Press 2 to access old messages. Press 1 again to confirm.

## **Options at the End of a Message**

- To repeat the message press 5.
- To delete the message press 7.
- To forward the message press 8.
- To save the message press 9:
  - Press 0 to save to New Messages
  - Press 1 to save to Old Messages
  - Press 2 to save to Work Messages

## **Changing your Voicemail Password**

#### From the Main Menu

- 1. Press 0 for mailbox options.
- 2. Press 5 to change your password.
- 3. You will be prompted to enter a new password. Press # when finished.
- 4. Confirm the password a second time and press # when finished.

# **Changing Your Recorded Name**

# From the Main Menu

- 1. Press 0 for mailbox options.
- 2. Press 3 to record name
- 3. It will prompt you to record your name. Press # when you are done.
  - 1. press 1 to accept message
  - 2. press 2 to listen to the recording
  - 3. Â press 3 to re-record

# **Changing your Voice Mail Greeting**

# From the Main Menu

- 1. Press 0 for mailbox options.
- 2. Press 1 to record your unavailable (voicemail) message
- 3. It will then prompt you to record a message. Press # when you are done.
- 4. Â press 1 to accept message
- 5. press 2 to listen to the recording
- 6. press 3 to re-record

Online URL: <u>https://kb.naturalnetworks.com/article.php?id=174</u>