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# SIP Feature Server User's Guide

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You can access your voicemail account from the web or from local or remote telephones.

Before you can access your voicemail, you must set up your user profile. Your mailbox comes with a generic standard greeting. If you want to use a personal greeting or an extended absence greeting, you must record it.

Web access requires:

- Chrome
- Firefox until version 51
- Internet Explorer version 9 and 10. Note that audio is not supported in version 11.

## Important

Clear your browser cache, to ensure that you are seeing the latest User Interface updates. Pressing F5 or choosing Refresh will usually accomplish the task, but you may need to clear your cache through your browser's internet settings.

### Voicemail setup

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[Set up your user profile](#)  
[Find Me Follow Me](#)  
[Manage your greetings](#)  
[Control your ACD state from SIP Phones](#)

### Voicemail access

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You can access your voicemail:

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[From a local telephone](#)  
[From a remote telephone](#)  
[From a web browser](#)