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SIP Feature Server User's Guide

Accessing voicemail from a remote telephone

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Accessing voicemail from a remote telephone

Warning

This User's Guide applies ONLY to the Legacy SIP Feature Server 8.1.200.xx release. Unless you have been told to use this documentation, use the current **8.1.2 User's Guide**.

To access your voicemail from a telephone not connected to your internal telephone system:

1. Dial the voicemail access number.
2. Enter your mailbox number and password. If you are accessing your voicemail for the first time, you must change your password.
3. Press # to confirm.
4. From the main menu, select from the following options:
 - Press 1 to play new messages.
 - Press 3 to play saved messages.
 - Press 4 to **reach the greetings menu**.
 - Press 5 to record your name or change your password.
 - Press 6 to access a group mailbox. Press 1 and enter a group mailbox number or press 2 to hear a list of all available group mailboxes.
5. Use these commands while any message plays:
 - Press 1 to rewind 10 seconds.
 - Press 2 to pause or resume.
 - Press 3 to forward 10 seconds.
 - Press 4 to play a voice menu, which lists all commands for listeners.
 - Press 5 to hear envelope information about the call, for example: message length (in H:M:S) and Caller ID of sender.
 - Press 7 to delete.
 - Press # (number sign) to go to the next message.
 - Press * (asterisk) to cancel and return to the main menu.

Note: The user and group mailboxes can only be accessed through mailbox credentials (the mailbox number) in TUI. The DN, agent, or user credentials to access the mailbox are not supported.