**VoIP Voice Mail Quick Reference Guide**

### Access Voice Mail

To access voice mail from your phone:

1. Press the **Messages** button.
2. Enter your voice mail **PIN** when prompted. (The default PIN is 1234.)
3. Listen for instructions on how to access your messages.

To access voice mail from another campus phone:

1. Dial your campus phone number.
2. When your call goes to voice mail, press *.
3. Press * when system recording begins.
4. Enter your 5-digit extension.
5. Press * to enter the person’s 5-digit extension followed by the #.  
6. Press # to confirm the person you are sending this to.
7. Press # to send message.

To access voice mail from off campus:

1. Dial your campus phone number.
2. When your call goes to voice mail, press *.
3. Enter your 5-digit extension followed by #.
4. Enter your voice mail **PIN** followed by #. (The default PIN is 1234.)
5. Listen for instructions on how to access your messages.

### Adjust Playback Volume

While listening to a message, you can toggle among these volume settings to adjust the volume of that message:

| Press 5 Once  | Increases the volume. |
| Press 5 Again | Decreases the volume.  |
| Press 5 Again | Returns the volume to normal. |

### Change Playback Speed

While listening to a message, you can toggle among these speed settings:

| Press 4 Once | Slow playback |
| Press 4 Again | Slower playback |
| Press 6 Once | Fast playback |
| Press 6 Again | Faster playback |

### Reply to Message

1. After listening to the message, press 4.
2. Record your message and press # when done.

### Forward Message

1. After listening to the message, press 5.
2. Record your message and press # when done.
3. Press ## to enter the person’s 5-digit extension followed by the #.
4. Press # to confirm the person you are sending this to.
5. Press # to send message.

### Save/Delete a Message

During or after listening to a message, press either:

- 2 to save the message, or
- 3 to delete the message.

### Retrieve Saved Message

1. Press the **Messages** button on your phone.
2. Enter your voice mail **PIN** followed by #.
3. Press 3 to retrieve saved messages.
4. Press 1 to hear saved messages.

### Restore Deleted Message

You can restore a deleted message if it is within 21-day of when you originally deleted it.

To restore a message:

1. Press the **Messages** button on your phone.
2. Enter your voice mail **PIN** followed by #.
3. Press 3 to review old messages.
4. Press 2 to delete messages in the Deleted Items folder.
5. Press 1 to review the messages.
6. Press # during the playback of the message you wish to restore.
7. Press 2 to restore saved message or press 6 to restore as new message.

### Change Recording of Your Name

1. Press the **Messages** button on your phone.
2. Enter your voice mail **PIN** followed by #.
3. Press 4 to 3 2 2  at the tone, record your name, or press * to keep the current recording.
**Change Your Recorded Greeting**

1. Press the **Messages** button on your phone.
2. Enter your voice mail **PIN** followed by #.
3. Press **4 > 1 > 1**
4. After your current greeting plays, either:
   - Press **1** to rerecord it, or
   - Press **2** to enable or disable your alternate greeting.
5. Press **3** to record a different greeting, choose the greeting, then rerecord it.

**Send a Voice Message**

1. Press the **Messages** button on your phone.
2. Enter your voice mail **PIN** followed by #.
3. Press **2**.
4. Record your message and press # when done.
5. Press ## to enter the person’s 5-digit extension followed by the #.
6. Press # to confirm the person you are sending this to.
   **Note:** Press 91 to add another person or press * to cancel sending the message.
7. Press # to send message.

**Many of the features and functions listed on this guide are also available via the web.**

**For more information on voice mail, go to:**

http://oithelp.nd.edu