


ESI

Accessing your Voicemails from your Desk top phone

***30 SIP, 45 SIP, ePhone3, ePhone3v2, ePhone4, ePhone4x, ePhone4Xv2 and ePhoneX – To access Voicemail, press the Voicemail Key

*** ePhone7 - To access Voicemail, go to your Dial screen & hold down the “1” key, until the call begins

***ePhone8 - To access Voicemail, press the voicemail badge  on the front of the screen (LCD)

NOTE: If prompted for password this is the password that was provided by your coordinator (Default could be 6200 or 6500).

You will be prompted with the following options once you have accessed your voicemail

Press 1 – For New Messages

You will have the following options to choose from

- Press 1 to Save
- Press 2 to Repeat
- Press 3 to Forward (Same directions as 3rd prompt given from Main Menu)
- Press 4 to Delete
- Press 5 to Hear Next Message

- Press 6 to Reply (*this will only work if call came from within domain; another internal office extension*)

Start recording at tone; Press # when finished

You will hear the message play back

- To Confirm, Press 2 >> sends message
 - To Re-Record, Press 1
 - To Cancel, Press 0
- Press # to Finish (repeats Main Menu)

Press 2 – For Old Messages

Press 3 – To Send Messages

****Select Voicemail to be sent*

- Select Opt 3 to "Forward"
- Select Opt 1 to "Send to an Individual"
 - Prompt to "Record your message" - this recording is if you want to say something to the individual you are forwarding the voicemail to. If there isn't any pre-message needed, you may immediately select #, so that it is just a brief silence followed by the voicemail you're sending. System will allow you to listen to message before sending
 - Press 2 if correct >> sends message
 - Prompt to "Enter Destination Mailbox" - this is asking to enter the extension you are sending the voicemail to (which must be an extension within your domain; cannot be sent to an external number).
 - Once the extension is entered, it will play the individual's recorded name (if set up) otherwise it will play Ext #
 - If Correct, Press 2 to confirm
 - You will hear "Message Sent" if successful.
 - This will quickly again prompt you to enter another destination, but if done, you may just hang up.
 - Press 1 to Re-Record
 - Press 0 to Cancel

Press 4 – To Set Call Forwarding

- Press 1 to change Do Not Disturb
- Press 2 to set forwarding destination
- Press 3 to turn forwarding on or off
- Press 4 to forward calls you are calling from *(This is only if you are accessing from a remote phone)*

