Sangoma Voicemail Quick User Guide

Option 1 - To check your voicemail from outside the office:

1. Call your DID
2. When your voicemail greeting answers press *
3. Enter your password

Option 2 - To check voicemail from your phone:

1. Dial *15
2. See below PDF for walkthrough of options

Option 3 - To check voicemail from a different phone in the office:

1. Dial *98 from any phone
2. Enter your extenstion number
3. Enter your password

Option 4 - To check voicemail using visual voicemail:

1. Press the voicemail button
2. Enter password if prompted
3. Use the up/down button to scroll through voicemail and select the one you want to listen to. Follow on screen prompts for other actions such as deleting, saving or forwarding the message.

Main Menu

1 Listen to Current Voicemails

While Listening to a Message you can execute the following commands

4	Play Previous Message	7	Delete Current Message	#	Fast Forward 3 Secs
5	Repeat Current Message	8	Forward Message (1)	*	Rewind 3 Secs
6	Play Next Message	9	Save Message		

2 Change Voice-mail Folders

Pick Which Folder you would like to listen to voicemails in:

0	Switch to New Messages	3	Switch to Family Messages
1	Switch to Old Messages	4	Switch to Friends Messages
2	Switch to Work Messages	*	Cancel

3 Advanced Options

Please choose from the following options;

4	Place Outgoing Call
5	Leave Voicemail for User (1)
*	Return to Main Menu

0 Malbox Options

Please choose from the following options;

1	Record Unavailable Greeting (2)	4	Record Temporary Message (2)
2	Record Busy Greeting (2)	5	Change Your Password
3	Record Your Name (2)	*	Return to main Menu

(1) While Forwarding A Message or Leaving A Message For A User You Can Choose The Following:

1	Enter The Extension Direct		
		1	Prepend Your Message before Sending
		2	Send Message Without Prepending
2	Lookup Name by Directory		

(2) While Recording Your Greeting You Can Choose The Following Commands:

1	Accept Your Recording	2	Review Your Recording	2	Re-Record Your Recording