

Voicemail *Cheat Sheet*

FROM YOUR DESK PHONE OR APP***97**

Dial *97, then your PIN.

FROM ANY OTHER PHONE***98**

Call your main number, press *98 (no prompt), then your mailbox and PIN.

IN YOUR EMAIL**Inbox**

If voicemail to email is on, each message arrives as a sound file.

Your mailbox number is your extension. Mailbox: _____ Your PIN comes from IT Hands Free in your welcome message. Change it in the menu (0, then 5).

Main menu

- 1** Listen to new messages (old ones if none)
- 2** Change folders
- 3** Advanced options
- 0** Mailbox options: greetings and PIN
- *** Help (repeat the menu)
- #** Exit voicemail

Mailbox options (press 0)

- 1** Record your Unavailable greeting
- 2** Record your Busy greeting
- 3** Record your name
- 4** Temporary greeting (vacation)
- 5** Change your PIN
- *** Back to the main menu

After a message plays

- 1** First message in the folder
- 4** Previous message
- 5** Repeat this message
- 6** Next message
- 7** Delete or undelete
- 8** Forward to a colleague
- 9** Save in another folder

While a message plays

- *** Rewind 3 seconds
- #** Fast-forward 3 seconds
- 0** Pause (any key resumes)
- 1** Stop and go to the options at left
- 1 / 2 / 3** Accept / Review / Re-record

FIRST TIME IN

Record your name and your Unavailable greeting (0, then 1). If you record only one greeting, make it the Unavailable one; callers hear it most often. A temporary greeting (0, then 4) overrides your other greetings until you erase it.

NEED HELP?

Email helpdesk@ithandsfree.com or call +1 (647) 812-1190: press 3 for the helpdesk, press 1 for emergency and priority response.