

Voicemail

Quick reference guide



Voicemail access

From your extension
555

From another extension
500

Review messages 1	
Review messages	
New messages	1
Old messages	2
Group messages	3
Main menu	*
Review messages - 1 or 2	
Replay	1
Next/Save	2
Delete	3
More options	0
Previous menu	*
More options - 0	
Message info	1
– External or internal	
– Priority type	
– From caller ID or extension	
– Timestamp	
Forward to ext.	2
Call back	3
Previous menu	*
Group messages - 3	
Select group	#
Previous menu	*

Main menu *****

Change greeting * 2	
Record greeting	
First/Last name	1
Internal	2
External	3
After hours	4
Lunch time	5
Meeting	6
Weekend	7
Vacation	8
Exit voicemail	9
Main menu	*
Change greeting - 2	
Review	1
Record	2
Delete	3
Exit voicemail	9
Previous menu	*

Change user preferences * 3	
Change user pref.	
Password	1
Call waiting	3
Busy handling, Ring no answer handling, Internet outage routing	4
Email notification	6
Exit voicemail	9
Main menu	0
Change user pref. - 4	
Busy handling	1
Ring no answer handling	2
Internet service outage routing	3
Previous menu	*

Change forwarding rule * 4	
Change forwarding rule	
Listen to rule	1
Set current call as forwarding rule *†	2
Set rule	3
Delete rule	4
Exit voicemail	9
Main menu	*
* Takes the number from the Caller ID you are dialing in on and immediately sets it as your call forwarding number.	
† Supports phone numbers from within your company phone system only. External numbers are not supported.	

Set a specific greeting * 5	
Set a specific greeting	
Business hours	1
After hours	2
Lunch time	3
Meeting	4
Weekend	5
Vacation	6
Greeting in use	0
Exit voicemail	9
Main menu	*

Misc. options

Announce only mode on/off ***6**

Exit voicemail ***9**

You must have a voicemail password to access these options. For help with this, go to <https://support.8x8.com/node/472>.