

How to check voicemail messages using a Voicemail Center extension

Applies to VoipNow 3 and higher!

This article describes how to listen to voicemail messages using a Voicemail Center extension. It also includes a short description of all the mailbox options available.

Step-by-step guide

First, you need to call the public number of a Voicemail center extension that belongs to the same Organization that owns the extension whose voicemail messages you want to listen to.

When you will be asked for a username and a password, use the extension's short number and the voicemail password. Once you're connected to the mailbox, the following options become available:

- **1** - Read voicemail messages
 - **3** - Advanced options
 - **3** - Envelope
 - * - Return to main menu
 - **4** - Play previous message
 - **5** - Repeat current message
 - **6** - Play next message
 - **7** - Delete current message
 - **9** - Save message in a folder
 - **0** - Save in new messages
 - **1** - Save in old messages
 - **2** - Save in work messages
 - **3** - Save in family messages
 - **4** - Save in friends messages
 - **#** - Cancel
 - * - Help
 - During message playback, this will rewind the message.
 - **#** - Exit
 - During message playback, this will skip forward.
- **2** - Change folders
 - **0** - Switch to new messages
 - **1** - Switch to old messages
 - **2** - Switch to work messages
 - **3** - Switch to family messages
 - **4** - Switch to friends messages
 - **#** - Cancel
- **0** - Mailbox options
 - **1** - Record your unavailable message
 - **1** - Accept
 - **2** - Review
 - **3** - Re-record
 - **2** - Record your busy message
 - **1** - Accept
 - **2** - Review
 - **3** - Re-record
 - **3** - Record your name
 - **1** - Accept
 - **2** - Review
 - **3** - Re-record
 - **4** - Record your temporary message
 - **1** - Accept
 - **2** - Review
 - **3** - Re-record
 - **5** - Change your password
 - Enter password
 - Re-enter password
 - * - Return to the main menu
- * - Help
- **#** - Exit

Related articles

- [Troubleshooting voicemail not answering calls from ICRs](#)
- [How to configure sharing policies for a user account](#)

- [How to set up Ring All and Transfer to voicemail](#)
- [How to activate the message waiting indicator on your phone](#)
- [How to force MWI notifications for phones that do not subscribe to the service](#)