

# 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](#)