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

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
 - o 3 Advanced options
 - 3 Envelope
 - * Return to main menu
 - o 4 Play previous message
 - o 5 Repeat current message
 - o 6 Play next message
 - o 7 Delete current message
 - o 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.

During message playback, this will skip forward.

- 2 Change folders
 - o **0** Switch to new messages
 - o 1 Switch to old messages
 - o 2 Switch to work messages
 - $^{\circ}$ 3 Switch to family messages
 - 4 Switch to friends messages
 - # Cancel
- 0 Mailbox options
 - o 1 Record your unavailable message
 - 1 Accept
 - 2 Review
 - 3 Re-record
 - o 2 Record your busy message
 - 1 Accept
 - **2** Review
 - 3 Re-record
 - o 3 Record your name
 - 1 Accept
 - 2 Review
 - 3 Re-record
 - o 4 Record your temporary message
 - 1 Accept
 - 2 Review ■ 3 - Re-record
 - o 5 Change your password
 - Enter password

 - Re-enter password
 - o * 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