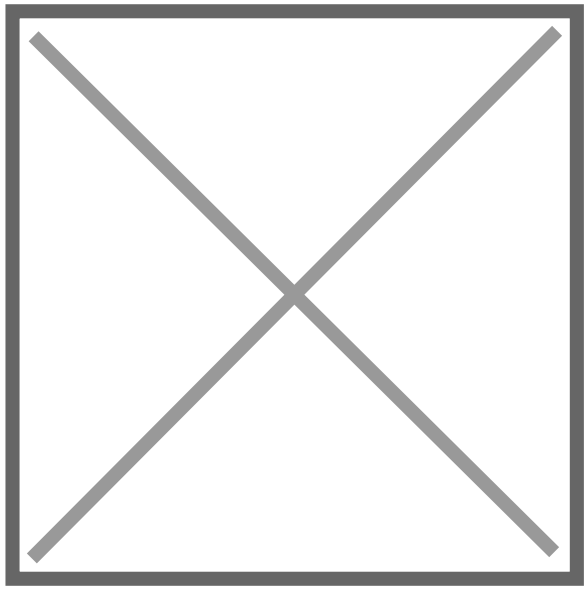
65.040 Voicemail



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Document Control

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Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
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Change Control

Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

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Accessing your Voicemail

To access your voicemail. dial *81

Additionally, it is possible to access a graphical Voicemail menu from
- Collaboration - *Voicemail menu*
- Start, Workforce, Welcome Consoles phones - press Voicemail key (see Wildix Start User guide)
- Vision handsets - *Voicemail menu* (see Vision User Guide)
- iOS / Android - *History menu* - *Voicemail tab*
- W-Air handsets (no graphical interface) - press and hold the Voicemail key (the numeric key "1") then follow the audio instructions

You'll then be given a count of the number of messages you have waiting. Press 1 to begin listening to them.

Once you have listened to a message, you can press:

- 2 to hear the details of the message
- 3 to listen to Advanced options for the message (Not often used)
- 5 to repeat the message
- 6 to listen to the next message
- 7 to delete the message
- 8 to forward the message to another user/extension
- 9 to save the message

Recording your personal Greetings

> You can record a small number of greetings that callers will hear before recording a message for you;
> - Your Unavailable Message, which is played when someone calls and you are not at your phone
> - Your Busy Message, which is played when someone calls and you are already on a call
> - Your Name, which is played to the caller instead of saying "The user"

To record your Personal Greetings, dial *81 and then take option 0 "Mailbox Options"

- Press 1 to record your Unavailable Message. Once pressed, the phone system will begin recording after the beep and say to press # when you have finished recording
- Press 2 to record your Busy Message. Once pressed, the phone system will begin recording after the beep and say to press # when you have finished recording
- Press 2 to record your Name. Once pressed, the phone system will begin recording after the beep and say to press # when you have finished recording

> After recording any of these greetings, you will have the option to;
> - 1 Accept the new recording and make it live

- 2 Listen back to the recording
- 3 Re-record the recording

When you are finished, simply hang up

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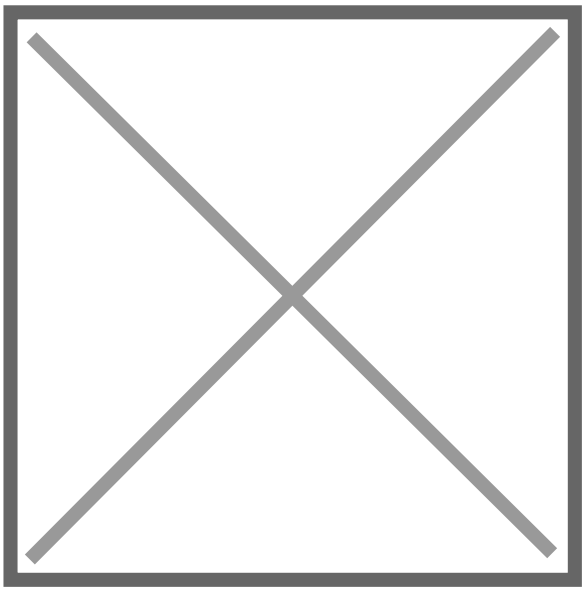
Need help? Get in touch!

You can call us on 01752 373000, option 2 or, if you are on Number Club, just call extension 3001

You can email us at hub@safeharboursupport.com

You can chat & Collaborate with us at https://kite.wildix.com/nc-a12/3001

You can Whatsapp us right here: https://wa.me/441752373000



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