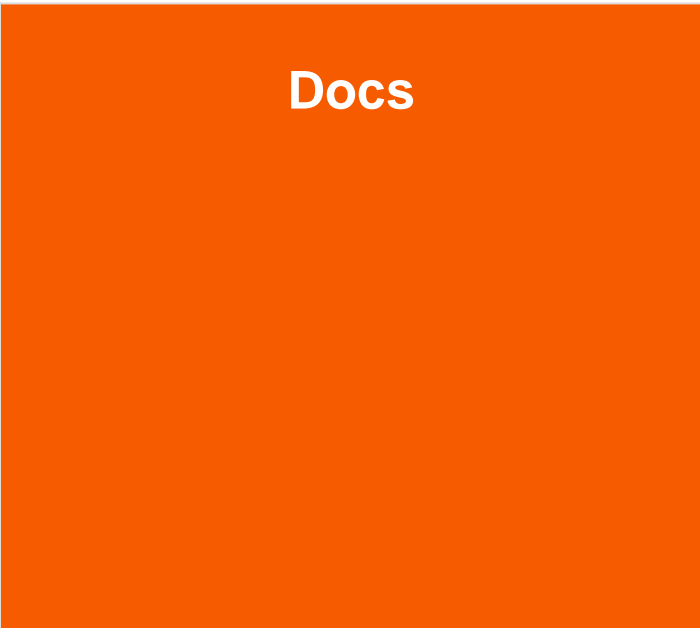
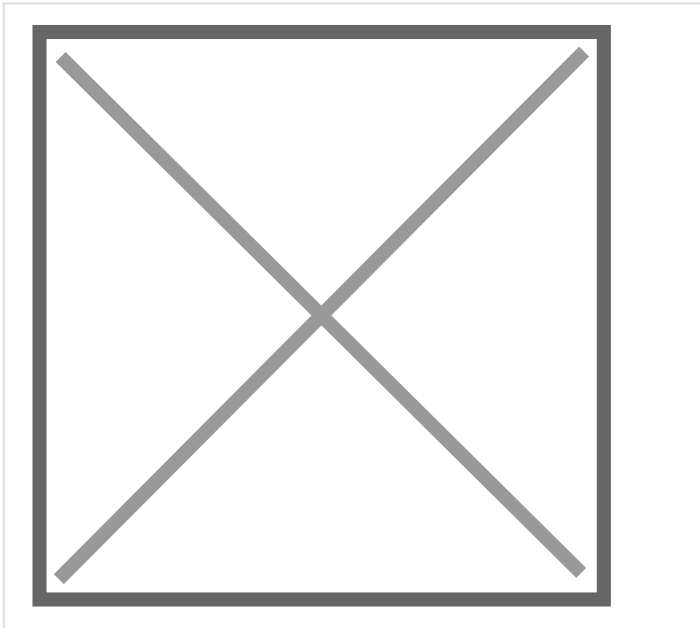


# 65.040 Voicemail



## Document Control

<b>Document Name</b>	65.040 Voicemail		
<b>Version</b>	v1.0 Current		
<b>Author</b>	Neil Tancock, IT Services (Safeharbour Support Ltd), <a href="mailto:neil@safeharboursupport.com">neil@safeharboursupport.com</a>		
<b>Approval</b>	Safeharbour Support		
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<b>Scope</b>	This document applies to all clients of Safeharbour Support Ltd		
<b>Inputs</b>	None		
<b>Outputs</b>	None		

## Change Control

<b>Date</b>	<b>Author</b>	<b>Version</b>	<b>Change</b>
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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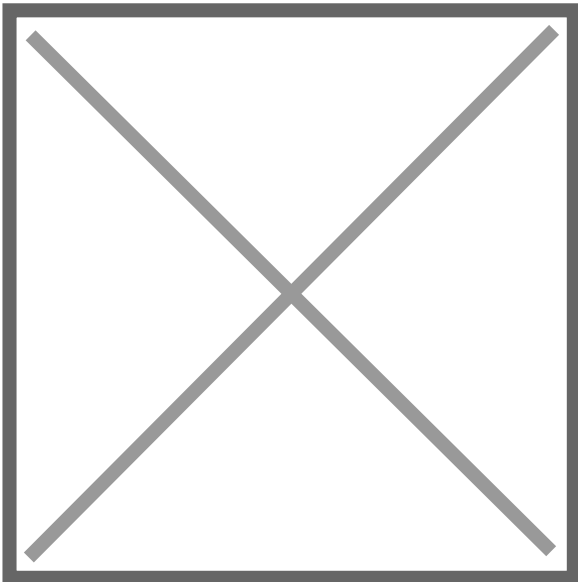
**Need help? Get in touch!**

You can call us on [01752 373000](tel:01752373000), option 2 or, if you are on Number Club, just call extension 3001

You can email us at [hub@safeharboursupport.com](mailto: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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