

65.040 Voicemail

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Document Control

Document Name	65.040 Voicemail		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	Review date	31-DEC-2027
Abstract	None		
Scope	This document applies to all clients of Safeharbour Support Ltd		
Inputs	None		
Outputs	None		

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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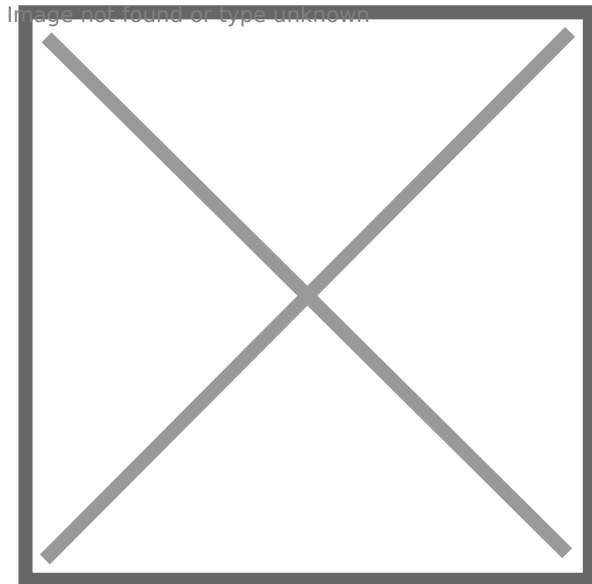
Need help? Get in touch!

You can call us on [01752 373000](tel:01752373000), 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>



Revision #4

Created 21 February 2025 10:24:50 by Neil Tancock

Updated 5 June 2025 15:35:52 by Neil Tancock