

CoC Phone System – Voicemail

1. Voicemail

- a. Accessing voicemail
- b. Listen to messages
- c. Delete messages
- d. Set PIN
- e. Change voicemail greeting message
- f. Change voicemail self-identification
- g. Voicemail to email

1a. Accessing voicemail

- Dial 9999
 - Enter your PIN then press #

1b. Listen to messages

- Access voicemail (step 1a)
- Press * to play messages
 - Press 0 for next message
 - Press 1 for previous message
 - Press 2 to repeat current message
 - Press 3 to delete current message
 - Press 4 to call back
 - Press 5 to forward to another voicemail
 - Press 9 for options
 - Press # to exit

1c. Delete messages

- To delete current message press 3 when listening
 - Then press * to confirm delete
 - To cancel delete press #

1d. Set PIN

- Access voicemail (step 1a)
- Press 9
 - Press 7
 - Enter new PIN code then press #
 - Press * to save
 - Press # to cancel

1e. Change voicemail greeting message

- Access voicemail (step 1a)
 - Press 9
 - Press 8

- Press 0
- Record message then press #
- To Re-record recording press 1
- To Verify recording press 2
- Exit press #
- To SAVE your recorded greeting press 0

1f. Change voicemail self-identification

This is a self-recorded name to be stored in the system. When you leave a voicemail on another person's extension this recorded name will be used rather than your extension number.

- Access voicemail (step 1a)
 - Press 9
 - Press 0
 - Record name then press #
 - To Re-record recording press 1
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 - Exit press #
 - To SAVE your recorded greeting press 0

1g. Voicemail to email

All extensions have been configured to send voicemail left on your extension to your email with the voicemail attached. Note: Deleting the email you receive from the phone system does not delete it from your voicemail.

All voicemail options:

When you dial "9" for options, the following options will be announced by the voicemail system. Dial the respective numbers to change and update these features:

- Dialing "1" allows you to change your profile status.
- Dialing "3" allows you to dial a number. (Feature is disabled)
- Dialing "4" allows you to delete all read messages.
- Dialing "5" allows you change your self-identification message.
- Dialing "6" allows you to play mailbox information.
- Dialing "7" allows you change your voicemail PIN number.
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- a. Accessing voicemail
- b. Listen to messages
- c. Delete messages
- d. Set PIN
- e. Change voicemail greeting message
- f. Change voicemail self-identification
- g. Voicemail to email

1a. Accessing voicemail

- Dial 9999
 - Enter your PIN then press #

1b. Listen to messages

- Access voicemail (step 1a)
- Press * to play messages
 - Press 0 for next message
 - Press 1 for previous message
 - Press 2 to repeat current message
 - Press 3 to delete current message
 - Press 4 to call back
 - Press 5 to forward to another voicemail
 - Press 9 for options
 - Press # to exit

1c. Delete messages

- To delete current message press 3 when listening
 - Then press * to confirm delete
 - To cancel delete press #

1d. Set PIN

- Access voicemail (step 1a)
- Press 9
 - Press 7
 - Enter new PIN code then press #
 - Press * to save
 - Press # to cancel

1e. Change voicemail greeting message

- Access voicemail (step 1a)
 - Press 9
 - Press 8

- Press 0
- Record message then press #
- To Re-record recording press 1
- To Verify recording press 2
- Exit press #
- To SAVE your recorded greeting press 0

1f. Change voicemail self-identification

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- Access voicemail (step 1a)
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1g. Voicemail to email

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All voicemail options:

When you dial "9" for options, the following options will be announced by the voicemail system. Dial the respective numbers to change and update these features:

- Dialing "1" allows you to change your profile status.
- Dialing "3" allows you to dial a number. (Feature is disabled)
- Dialing "4" allows you to delete all read messages.
- Dialing "5" allows you change your self-identification message.
- Dialing "6" allows you to play mailbox information.
- Dialing "7" allows you change your voicemail PIN number.
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