




VoiceMail Instructions for Users

Initial Set Up - Your initial VoiceMail password will be 0000

To set up your voice mail – there are 3 ways you can access the voice mail:

1. From your phone, mobile app or desktop phone on the PDVN VoIP Hosted Service, press  , enter password 0000 then #.
1. From any other phone or device on your service, dial *97. Enter your mailbox (same as extension number) then #. Enter password 0000 then #.
2. From an offsite number – dial the direct dial number provided by your company contact. Press * to check voice mail. Enter your mailbox (same as extension number) then #. Enter password 0000 then #.

You will be prompted to enter a password – enter your extension number again followed by #. Repeat when prompted.


You will be prompted to record your greeting – when prompted, say your greeting then press #.

To save the greeting, press 1. To listen to the greeting, press 2. To re-record, press 3.

You will hear the main menu:

1 – Listen to new messages 2 – Review Saved Messages 5 – Change Settings

Once your mailbox is set up, you will receive notifications on your screen if you have new messages. Press the

Connect soft key to access your messages. Or you can press the  button on your phone. You will hear how many messages you have. Press 1 to listen to your messages. When listening to messages, you can press 1 to save or 7 to delete. You can also press 3 to forward a message to another mailbox on the system.

You may also access your voice mail from other devices or from an offsite number by following the instructions above (except enter your updated password if you changed it during set up).

To update password, greeting, or name in mailbox: Press 5 to manage your mailbox.

To change greeting press 1. To change name, press 2. To change password, press 3.

Your system may be enabled with the voice mail to email feature. If so, voice mails will come to your email as a .wav file and can be shared via email.

TIP: If you need a voice mail password reset, submit a service request.