




## VoiceMail Instructions for Users

There are 3 ways you can access the voice mail:

1. From your desk phone on the PDVN VoIP Hosted Service, press the voice mail button 
2. From any other phone or device on your service, including mobile and desktop apps, dial \*97 + Send. You will be prompted to enter your mailbox number (same as extension number) # and your password (initially 0000) #
3. From an offsite number – dial the direct dial number provided by your company administrator. Press \* to check voice mail. You will be prompted to enter your mailbox number (same as extension number) # and your password (initially 0000) #

### Initial Set Up

Once you call into the voice mail one of these 3 ways, you will need to complete the initial set up.

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.

### Voice Mail Menu

Once your voice mail is set up, you will hear the main menu when you access voice mail:

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


To update password, greeting, or name in mailbox: Press 5 to Change Settings.

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

## Checking Messages from your desk phone:

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.

## Checking Messages from your mobile or desktop app:

The mobile and desktop apps both have an option for voice mail. The mobile app has voice mail messages under the ... More menu, located on the lower left. Then touch Voicemail to view and listen to new messages. The desktop app has a voice mail option on the left side menu. With the desktop app, you can also view transcriptions of voice mail messages.

*Note: Some companies choose not to display voice mail messages on the desk phones and/or apps if they are being sent to email, to eliminate multiple notifications to the users.*

## Checking Messages sent to your email

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. The sender will be [voicemail@pdvn.net](mailto:voicemail@pdvn.net)

You may need to select an audio player to listen to messages on your computer.

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