

Nextiva Voice Mail Operations

Enter *86 to Access Voicemail System

Enter Passcode #

Main Menu for Voice Mail Operations

Press

1

Listen to Messages

Save message 7 Erase message 2 Repeat message
5 Play envelope 6 Next message 4 Previous message
9 Additional options * Back to previous menu

9 Additional Options:

1 Reply to current message 2 Forward message
* Back to previous menu # Repeat this menu

2

Change mailbox busy greeting

1 Record a new busy greeting 3 Revert to default system greeting
2 Play current greeting
* Back to previous menu # Repeat this menu

7

Delete all messages

1 Confirm * Cancel

3

Change mailbox no answer greeting

1 Record a new no answer greeting 3 Revert to default greeting
2 Play current greeting
* Back to previous menu # Repeat this menu

8

Modify message deposit settings for mailbox

1 Enable message deposit 2 Disable message deposit
3 Listen to your message deposit status

4

Change extended away greeting

1 Activate extended away greeting 4 Play current greeting
3 Record a new extended away greeting
* Back to previous menu # Repeat this menu

*

CommPilot Express Voice Portal

1 Access voice mailbox 2 Change CommPilot Express profile
3 Go to greetings menu 5 Record a new announcement
9 Exit voice portal # Repeat this menu

5

Compose and send a new message – Start recording after the tone.

3 Send message to one or more destinations 1 Change current message
2 Listen to current message 6 Mark message urgent 7 Mark message confidential
* Back to previous menu # Repeat this menu

#

Repeat

Voice Mail Quick Reference



Your voice mailbox contains unplayed messages if the phone's red message-waiting light is flashing.

Checking Voice Mail

To check voice mail from your extension:

1. Press the voicemail button then **Connect** (softkey) or ***86**
2. At the prompt, use the dial pad to enter your passcode.
3. Press #.

How to Change your Greeting

- *86**, Enter your passcode #
- Select **2** to change mailbox greeting
- Select **1** to record a new greeting, followed by #
- Select **2** to play the current greeting

Listening to Messages

At the Main Menu prompt, press **1**.

The voice mail system plays any urgent messages, and then it plays newly arrived messages.

Save message **7** Erase message **2** Repeat message

5 Play message envelope (This is the time, date and phone number of the message.)

6 Go to the next message **4** Go back to previous message

* Go back to previous menu **9** Additional options

(**1** Reply to current message, **2** Forward current message, * Go back to previous menu, # Repeat

How to Change Mailbox Extended Away Greeting (Vacation)

***86**, Enter your passcode #

Select **4**, then **3** to record a new extended away greeting

Select **1** to activate the extended away greeting

How to Check Voicemail from any phone?

Call the direct dial number assigned to your user – whichever number is associated with the voicemail you would like to check.

Wait for your voicemail greeting to start playing.

When you hear your greeting, hit ****** (the star key twice).

You will be prompted to enter your **mailbox ID**, then **#**

You will then be prompted for your **4 digit** voicemail **passcode**.

Once the passcode is entered, select **1** to listen to the messages or follow the prompts for other options.