

### How to Navigate through your Voicemail Box



#### **Be sure to complete your voicemail box set up before accessing your voicemail**

Dial into your Voicemail Box – If prompted for your mailbox number – enter your extension number and Press #

If prompted for your PIN# - Enter 1234 (unless you have previously changed this to a different 4 digit PIN#)

***To reset a PIN please send an email to [training@accesspointinc.com](mailto:training@accesspointinc.com)***



#### **General Voicemail Box Prompts**

- To Listen to your Messages – Press 1
- To Change your Mailbox Busy Greeting – Press 2
- To Change your Mailbox No Answer Greeting – Press 3
- To Change your Extended Away Greeting – Press 4
- To Compose and send a new message – Press 5
- To Delete all Messages – Press 7



#### **General Message Prompts**

##### ***When Listening to Messages...***

- To Save your Message - Press 2
- To Delete/Erase your Message - Press 3
- To Repeat your Message - Press 1
- To Play the Envelope Information (Date/Time Stamp) - Press 6
- To go to your next Message - Press #
- To call back the Message Caller - Press 8
- To Reply to the Message Sender – Press 5
- To Forward the message to another user - Press 4
- To go back to the previous Menu - Press \*