

The VoiceONE Connect system provides three unique ways to access your voicemail account, these options include the Connect Desktop App, Connect Mobile app, and the traditional system audio interface. This guide details the system audio interface for accessing your mailbox. For details regarding the Connect Desktop and Mobile Apps, please refer to [www.AccentVoice.com/user-guides](http://www.AccentVoice.com/user-guides).

## ACCESSING YOUR MAILBOX

### Login by pressing the “Voicemail” key from your office phone if your phone has this key:

Enter your password when prompted. You may press # after password entry if you wish or just wait for your entry to be accepted.

### Login by dialing \*98 + EXTENSION from any office phone:

Dial \*98 + YOUR EXTENSION NUMBER from any office phone. You will then be prompted to enter your password. You may press # after password entry if you wish or just wait for your entry to be accepted.

### Login by calling the main phone number and pressing \*98 during the initial greeting:

If this feature has been enabled, you can log into the voicemail system from the initial system greeting by dialing \*98 when you hear the initial greeting start. You will be prompted for your extension number and password to login to your mailbox.

## INITIAL MAILBOX LOGIN

The first time that you login to your mailbox, you should configure your personal mailbox options. The system will prompt you to set a new password and record your name, please follow the system prompts to complete the actions.

Your extension: (this number is shown on your phone, e.g. 401)

Your initial voicemail password: YOUR EXTENSION NUMBER

Your new voicemail password is: \_\_\_\_\_

## MAILBOX MENU

### Main Menu

- 1 Listen to new messages
- 2 Change mailbox folders
- 3 Advanced mailbox options
- 0 Mailbox options
- \* Return to main menu
- # Exit/logout of mailbox

### Option 1: Listen to new messages

Messages will be played in chronological order from oldest message to newest message. After a message is played, the following options are available to manage the message:

- 3 Access advanced message options
- 5 Repeat current message
- 6 Play next message
- 7 Delete current message
- 8 Forward current message to another user

- 9 Save current message to a folder
- \* Return to main menu
- # Exit/logout of mailbox

### Option 2: Change mailbox folders

Choose from the following folders to access saved/older messages:

- 0 New messages
- 1 Old messages
- 2 Work messages
- 3 Family messages
- 4 Friends messages
- # Cancel

### Option 3: Advanced mailbox options

This option has been deprecated and will be removed in system updates.

### Option 0: Mailbox options

- 1 Record unavailable greeting
- 2 Record busy greeting
- 3 Record your name
- 4 Record temporary greeting
- 5 Change password
- \* Return to main menu

### PERSONAL NOTES:

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