Initial Voicemail Setup

After your voicemail has been setup by the TSS Division of Information Systems you will need to record your messages and set a new PIN.

Step 1: From your VoIP phone press the **Messages** button [icon] and enter your PIN. The default PIN for a new user is **65921**.

Step 2: The system prompt will begin speaking. It will ask you to record your name, your greeting, and set your new PIN.

Checking Your Voicemail

When you receive a voicemail, your message waiting indicator (MWI) will light. Your MWI is the red light on your handset. There are three ways to check your voicemail.

Retrieve your voicemail from your phone.
> **Step 1:** Press the **Messages** button [icon] and enter your new PIN.
> **Step 2:** The system prompt will tell you how many new and saved messages you have. Press **1** to listen to your new messages.
> **Step 3:** After you have listened to your message you may press **1** to repeat the message, **2** to save the message, **3** to delete the message, or **6** to mark the message as new. While the message is playing you may press **7** to rewind.
>
> If you delete a voicemail from the phone, it will also be deleted from your email inbox.

Retrieve your voicemail from your computer.

> When you receive a voicemail, you will have a new email in your inbox. Simply open the email and double click the attached wave file. If you have speakers on your computer and a media program, such as Windows Media Player, you will be able to listen to the message.
>
> Deleting a voicemail from the phone will also delete it from your email inbox.

Retrieve your voicemail from another phone.

> You can retrieve your voicemail from your cell phone or another VoIP phone. Simply dial your extension number, wait for your message to start playing and press the star button (*) on your phone. You will be prompted for your PIN. After you have entered your PIN, you may navigate through the messages and menus as if you had pressed the messages button on your VoIP phone.