

Frequently Asked Questions

Modular Messaging Voicemail System

How do I check voicemail?

From inside the office, dial 1771 or press the “Voice Mail” on your own phone. When the system answers it will ask you for the password, followed by the # key. The first time you logon to your mailbox, you will need to use the default password, which is 5111, followed by the # key.

How do I check voicemail from outside the office?

Dial 254-526-1771. When you hear the Auto Attendant answer press # and enter you extension number (mailbox number) followed by your password. Listen to the prompts to login to your voicemail account.

What is the default security code for voicemail?

5111 - This is your initial password, anytime you have a problem with your password contact the Helpdesk and they can reset it to 5111.

How do I know the date/time a message was left?

While listening to a message press **2 3** at anytime to replay the header.

How do I delete a message without having to listen to the entire message?

While listening to a message press ***3**; to undelete a message, press ****8**.

If I call someone else and reach their voicemail greeting, how do I transfer out to another extension?

When you reach another user’s voicemail greeting dial *** T** (T = 8 on the key pad) and then enter the extension of the person you want to reach.

How do I get my voice mail messages from another user’s desk?

Press the “Voice Button” or dial 1771, when the system answers press *****, followed by the **#** key.

How do I bypass a greeting?

Press **1** while listening to the greeting.

Voicemail shortcuts?

- New voicemail – after login, press **2 0** to start listening to messages
- To skip to the next message, enter **#**.
- To forward a message, enter **2** while listening to a message.
- To reply to an internal message with a voice mail, enter **1** after listening to the message
- To reply to all internal recipients, enter **5** after listening to the message.

What do I do if I need help?

To get help, press ***H** (H is 4 on the key pad)