Voicemail Configuration (Optional)

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Voicemail Configuration Overview

INFO: Voicemail is enabled on all phone numbers (DDIs) by default is set at 36 seconds**Please also note if using the Pod Connect for iOS and Android devices you will receive a persistent notification on t until you have completed Voicemail setup wizard.**

When you first call Voicemail from your phone you will be required to follow the initial setup wizard, this will take around 2 minute to complete.

Setting up Voicemail for your DDI

From either your Desk Phone or Pod Connect Application dial***318**

1. Select the language you wish to use - press 1 to confirm - The first choice is British English
2. Record your name.
3. Setup a greeting - Select the type of greeting you wish to use or record you own
4. Confirm greeting press #
5. Your initial voicemail setup has been completed.

Optional Settings

You can log into the CommPortal to manage most of your Message Settings these include:

- Forward messages as emails
- Upload or record a greeting
- Or choose a System greeting

Further information can be found in the Message Settings documentation here.

Please continue to Music on Hold. If you would like to leave it as default then continue to Testing Your System.

Using The Voicemail System

The voicemail system is menu driven. Listen to the voice prompts and then press the keys on your phone to select which option you would like.

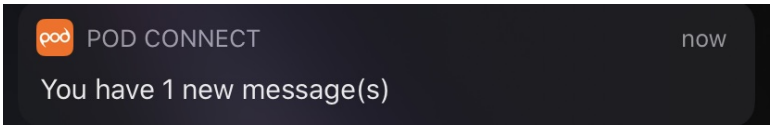
Accessing Voicemail

The first time you access your voicemail box you will be asked to set up your mailbox, and record your name, greeting to be played by callers and setup a PIN.

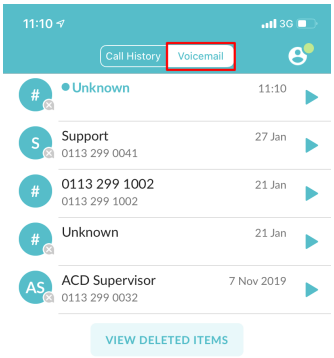
When you have one or more unheard voice messages waiting, your phone will display a solid red light on the top of the phone and/or you will receive a notification on your Pod client.

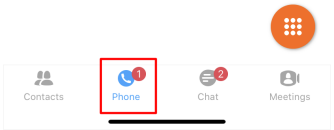
From Pod Mobile Client:

On the Pod mobile client you will receive a notification on your mobile device similar to the below image:



You can either tap on this to open the Pod client or open the Pod client normally from your apps. Voicemail messages are located under the Phone section and Voicemail tab as per below.





From Pod Desktop Client:

On the Pod desktop client, you can access your voicemail from the keypad by clicking on the blue voicemail icon as below.



This will open the CommPortal and take you to your messages, from here you can listen/delete messages. Further information on this can be found here.



From a Desk Phone:

- Press the Messages button or dial ***318**.
- Enter your voicemail password.
- If you have new messages, the messages will be identified.
- After hearing any new messages, you will be presented with the Voicemail Main Menu.

From a External Phone:

- Dial the voicemail access number **01132990034**
- Dial your DDI main telephone number and press **#**
- When prompted, enter your voicemail **PIN** followed by **#**.
- If you have new messages, the messages will be identified.
- After hearing any new messages, you will be presented with the Voicemail Main Menu.

Voicemail Main Menu

The Pod Voicemail main menu is as follows:

Option	Key
Play Inbox Messages	**1**
Send Messages	**2**
Work with Greetings	**3**
Mail Box Settings	**4**
Work with Reminders	**5**
Access Deleted Messages	**6**
Log on as a different user	**7**
Help	**0**
Exit Voicemail System	*

Message Playback Options

While listening to your voicemail messages, the following options are available:

Option	Before Message	During Message	After Message
Skip Message	**# (skips header, goes to message body)**	**# (skip to next message)**	**N/A**
Reply to Message	**n/a**	**4**	**4**
Save Message and go to next	**n/a**	**2**	**2**
Delete	**n/a**	**3**	**3**
Play Inbox Messages	**1**	**n/a**	**1**
Send Messages	**n/a**	**5**	**5**
Help	**0**	**0**	**0**
Return to Main Menu, Exit Voicemail System	*** (repeatedly, depending on how deep you are in the menu)**	*	*

Forwarding a Message

While listening to messages, you can send a copy of the message to another recipient.

- To Forward the current message, press **5**.
- Enter an extension number or Distribution Group Number. Repeat this step until you've entered all the desired destinations.
- Press **#** when finished entering destinations.
- You will be prompted to record an introduction.
- After the tone, record your introductory message and press **#** when finished.
- Press **#** to send or press **1** for delivery options, followed by **#** to send. Delivery options include the following.

DELIVERY OPTIONS MENU

Option	Before Message
Review the message	**1**
Mark message as urgent	**2**
Mark message as private	**3**
Re-record your message	**4**
Request a delivery report	**5**
Request a read report	**6**
Add or remove recipients	**7**
Schedule the message to be delivered in the future	**9**
Send the message as is	**#**
Exit or cancel press	*

Replaying to a Message - Dialling the Originator

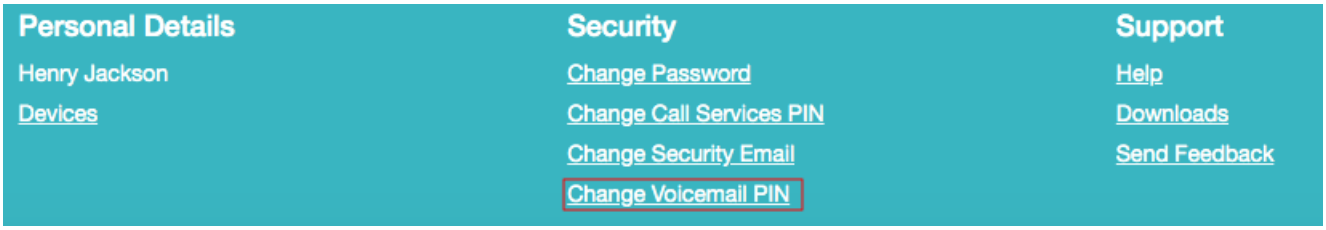
While listening to a message, you can call the person back by pressing**4** and selecting option **1**.

This capability will not work if the voicemail system was not able to identify the Caller ID information when the original voicemail was received or if your phone is configured with call restrictions which prevent you from calling the originator’s number.

Changing Your Voicemail Pin

Access your voicemail box.
From the Main Menu, press **4** to change your settings.
Press **3** for security options.
Press **1** to change the PIN.

You can also change your Voicemail PIN from the CommPortal. Login and click on **Change Voicemail PIN** in the Security section at the bottom of the page.



Recording Your Personal Greeting

Access your voicemail box.
From the Main Menu, press **3**.
To set up a personal greeting press **1**.
To set up a system generated greeting or to change the recording of your name press **3**.
To change the greeting that callers hear when you’re busy press **5**.
If you don’t record a personal greeting, a generic greeting will be played.