

# Voicemail Configuration Overview

**INFO:** Voicemail is enabled on all phone numbers (DDIs) by default is set at 36 seconds. **Please also note if you are using the Pod Connect for iOS and Android devices you will receive a persistent notification on that device 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 your 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](#).

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