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 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.

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