

DLS Hosted PBX Voicemail Guide

LEAVING A VOICEMAIL MESSAGE

To leave a voicemail for an extension in the system – without ringing the phone first:

- **From any phone within the system or after calling into your system:**
 - Dial **1 9** + extension number
 - Example: for the voice mail of extension 226: Dial 19226
 - Note: During a voicemail recording callers can opt out to an action specified by the administrator of your PBX by pressing **0**.
 - Example: Pressing 0 during your unavailable voicemail greeting can send the caller to an operator.

CHECKING VOICEMAIL MESSAGES

To check your messages, or change your greeting.

- **From your phone**
 - Dial **2 0**
 - Enter in your password (default is 1 2 3 4)
 - Listen to the prompts and make your selection menu.
- **From any phone on the system**
 - Dial **2 1** then enter extension and password. Follow the prompts.
- **From outside the system**
 - Dial the voicemail back door number
 - Dial **2 1** then enter extension and password. Follow the prompts.

VOICEMAIL SET UP

Log into the Voice Mail System

- From your phone, dial **2 0** then your password.
- From any phone on the system, dial **2 1** , then your extension & password.
- From outside the system, dial into your voicemail backdoor number. Then dial **2 1** followed by extension and password.

Record your Unavailable Greeting

- Press **0** to for Mailbox Options
 - Press **1** and follow the instructions to record your greeting.
 - Press **#** after saying your greeting.
 - Press **1** to accept the recording or **2** to re-record.
 - Press ***** to return to the main menu when complete

Record your Name

- Press **0** to for Mailbox Options
 - Press **3** and follow the instructions to just record your name.
 - Press **#** after saying your name.
 - Press **1** to accept the recording or **2** to re-record.
 - Press ***** to return to the main menu when complete

Change your voice mail password

- Press **0** to for Mailbox Options
 - Press **5** to change your password.
 - Enter your password, then press **#**
 - Enter your password again when prompted to confirm.
 - Press ***** to return to the main menu when complete

VOICEMAIL TIPS

When leaving a message:

Skip the rest of the greeting & instructions, and begin recording message

Calling in from backdoor or other phone

Dial **2 1** during any part of the message to skip ahead to checking your mailbox.

Mailbox Main Menu

- Listen to messages in your current folder
- Change your current folder
- Advanced options
 - Place an outgoing call
 - Return to main menu
- Mailbox options
 - Record your 'unavailable' message
 - Record your name (for directory)
 - Change your password
 - Return to main menu
- Repeat menu options
- Exit the voicemail system

During Message Playback

- Rewind message by 3 seconds
- Fast forward message by 3 seconds
- Pause message playback. Press any other button to resume playback.
- Rewind message to beginning

After Message Playback

- Go to first message in current folder
- Change folder
- Advanced options
 - Record a message back to the mailbox of the person that left you this one
 - Call the person that left the message
 - Play the message 'envelope' (date, time, etc.)
 - Place an outgoing call
 - Return to the main menu
- Go to previous message in this folder
- Replay current message
- Go to next message in this folder
- Delete or undelete this message
- Forward message to a different user
- Save message to a different folder
- mailbox options
- Replay the options prompt
- Exit the voicemail system

VOICEMAIL NOTIFICATIONS

EMAIL NOTIFICATIONS

Your administrator can set up your voicemail box to send you a copy of voicemail messages you receive to your email address. In this email you can also delete the message using the link provided within without calling into the system.

AUDIO NOTIFICATIONS

Your administrator can also set up your voicemail box to have the PBX call you when a new message is received. When the PBX calls you it will inform you of the message length and who it was from. To listen to the message simply press any digit to enter the voicemail system and then enter your voicemail password when prompted to do so.

Voicemail Web Access

Alternatively you can also view your voicemails online. To do so simply navigate to the following link in a web browser:

<https://nationalable.pbx.dls.net>

From here you should see the web interface [as shown below]. On the left side of the screen you will see the menu. Simply navigate to the apps section by placing your mouse over it and then clicking on the voicemail sub category that appears. You will then see all your voicemail messages in all folders.

- Apps
- Reports
- Status
- Users
- Support
- Help



Follow us on [Facebook](#)

Follow us on [Twitter](#)

Follow us on [LinkedIn](#)

Voicemail

INBOX (1)

1/1 Items Per Page: 10

Caller ID	Date/Time	Length	Transcription
<input type="checkbox"/> "DLS Test Ext " (123)	03/13/15 6:58 pm	00:08	None  

-- Select Action --

VOICEMAIL MESSAGE WEB MANAGEMENT

To manage your messages simply check the box next to the voicemail you wish to work with and then select an action from the drop down menu below. You can also click the listen icon [indicated by the musical note] or if you wish to save it you can click the save icon right next to it.