Voicemail for Shared Extensions Quick Guide

Xpressions v7.0 Voicemail

Accessing Voicemail for a Shared Extension

When you wish to check the voicemail for a shared line, you can go to any VOIP phone on the KSU Campus and dial 9900 to gain access to the extension's voicemail options. The following explains how to access the voicemail home state for a shared extension.

1. On a VOIP phone, dial **9900**.
2. When prompted, dial the **number** of the *shared extension* & press the **#** key.
3. Enter the **password** and press the **#** key.

You are now at the HOME STATE for the Shared Extension.

Listening to Departmental/Shared Extension Voicemails

The following explains how to listen to voicemail messages that have been left on the shared extension. To listen to your messages:

1. From the *Home State, p*ress **3**.
2. To *listen* to your voice message, press **3**.
3. To *skip* to the next message, press **2**.
4. To *replay* your message, press **7**.
5. To *save* your message, press **4**.
6. To *delete* your message, press **6**.
7. To *return* to the *Home State*, press **5**.

Changing Departmental/Shared Extension Voicemail Greetings

The following explains how to quickly change your departmental/shared extension voicemail greetings.

1. Press **8** to change your *answering option*s.
2. Press **1** to access your *personal greeting* options.
3. You will need to change the alternate greeting for the phone, press **1**.
4. If the greeting is currently off, you will need to turn it on. To do so, press **1**.
5. You have up to 9 recordings that you can assign to a greeting type. Enter the number of the recording you wish to create.
6. To record the new greeting, press **1**.
7. Begin speaking at the tone. When you have completed your greeting, press ***** and then **#**
8. Your new greeting will be enabled. If you are finished, press **#** and hang up the phone.