



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

SIP Feature Server User's Guide

Accessing voicemail from a remote telephone

5/3/2025

Accessing voicemail from a remote telephone

To access your voicemail from a telephone not connected to your internal telephone system:

1. Dial the voicemail access number. If you have dialed into a group mailbox, you can only play messages.
2. Enter your mailbox number and password. If you are accessing your voicemail for the first time, you must change your password.

Important

When the **Common User Mailbox Password** feature is enabled, user must specify the user ID after the prompt to enter the mailbox number. After the mailbox password prompt, the user must specify the user password.

3. Press # to confirm.
4. From the main menu, select from the following options:
 - Press 1 to play new messages. (Messages become old after 1 play.)
 - Press 3 to play saved messages.
 - Press 4 to **reach the greetings menu**.
 - Press 5 to record your name or change your password.
5. Use these commands while any message plays:
 - Press 1 to rewind 10 seconds.
 - Press 2 to pause or resume.
 - Press 3 to forward 10 seconds.
 - Press 4 to play a voice menu, which lists all commands for listeners.
 - Press 5 to hear envelope information about the call, for example: message length (in H:M:S) and Caller ID of sender.
 - Press 6 to **forward the message**.
 - Press 7 to delete.
 - Press # (number sign) to go to the next message.
 - Press * (asterisk) to cancel and return to the main menu.

Note: In the Telephone User Interface (TUI), mailboxes can be accessed only with mailbox credentials (mailbox number). Using DN, agent, or user credentials to access mailboxes is not supported.