3CX: Managing voicemail & greeting messages for an extension

Accessing the Voicemail menu

You can manage the voicemail for your extension, by dialing **“999”** or pressing the "**message**" button the handset.

A voice menu system will ask you to enter your Personal Identification Number (PIN) followed by "**#**".

Initial Options

You will be presented with the following initial options:

- Dial **“*”** to play your messages.
- Dial **“9”** to go to options.
- Dial hash **“#”** to exit.

Extended Options

When you dial **“9”** for options, the following options will be announced by the voicemail system.

Press the respective numbers to change and update these features:

- Dialing **“1”** allows you to change your profile status.
- Dialing **“3”** allows you to dial a number.
- Dialing **“4”** allows you to delete all read messages.
- Dialing **“5”** allows you change your self-identification message.
- Dialing **“6”** allows you to play mailbox information.
- Dialing **“7”** allows you change your voicemail PIN number.
- Dialing **“8”** allows you to change your greeting message.
- Dialing **“9”** allows you to restart the voice menu prompts.