

NewTel Systems Voicemail Guide

You can access your messages via the web or telephone.

To access your messages via telephone

1. Press the **Messages** button or dial the voicemail access feature code (*1 by default). If your telephone forwards to a mailbox you will be logged in automatically. If not, you will be asked for a mailbox and password. Alternatively, dial the voicemail login feature code (*2 by default), and you will always be asked for a mailbox and password.
2. Follow the prompts to navigate the menus.

Menu structure

- 1: Listen to voicemail messages
 - 3: Advanced options
 - 1: Reply
 - 3: Envelope
 - 4: Play previous message
 - 5: Repeat current message
 - 6: Play next message
 - 7: Delete current message
 - 8: Forward message to another mailbox
 - 9: Save message in a folder
 - *: Help; rewind during message playback
 - #: Exit; skip forward during message playback
- 2: Change folders
 - A menu is then played of existing folders
 - #: Exit
- 3: Advanced options
 - 5: Leave yourself a message
 - *: Return to the main menu
- 0: Mailbox options
 - 1: Record your unavailable greeting
 - 2: Record your busy greeting
 - 3: Record your name
 - 4: Record your temporary greeting
 - 5: Change your PIN
 - *: Return to the main menu
- *: Help
- #: Exit

To access messages remotely

This feature is only available if you have an IVR. To learn how to setup an IVR please contact your System Administrator.

Dial the main number and as soon as you hear the Auto Attendant,

- Dial ***2**
- When prompted , dial voice mailbox number (same as extension)
- When prompted dial Mailbox PIN: **135790**
 - *To change the PIN, please contact your System Administrator or see previous page.*
- Follow the prompts to navigate the menus. (see previous page)

To access your messages on the web interface

1. Log in to the NewTel web interface.
2. Go to the Messages menu.
3. By default, all messages are shown. If you only wish to see a certain type, click on the appropriate menu option.
4. If you have access to more than one mailbox, you will be asked to choose which.
5. Select the search and sort options for the messages you wish to see.
6. Click the "Update" button.
7. To download a message, click on it.
8. To delete, copy, or move messages, select the boxes beside the messages and click the appropriate button at the bottom.