

BROADSOFT VOICEMAIL GUIDE

LOGGING INTO/SETTING UP VOICE MAIL FOR THE FIRST TIME

1. Press the **Envelope/Message** key on your phone
2. The default password is **0807** followed by **"#"**
3. Follow prompt to set **New Password**
4. Follow prompt to **Record Name**

SETTING "NO ANSWER" GREETING

By default, your voicemail will play your recorded name followed by a system default "is not available to take your call" greeting. To record your "No Answer" greeting, follow the steps below:

1. Press the **Envelope/Message** key on your phone and **Log In** to your voicemail
2. **Press 1** to access your voice mailbox
3. **Press 3** to change your voice mailbox no answer greeting
4. **Press 1** to record a new no answer greeting

SETTING "BUSY" GREETING

By default, if your phone is in DND (Do Not Disturb), or a call is rejected, your voicemail will play your recorded name followed by a system default "is currently busy" greeting. To record your "Busy" greeting, follow the steps below:

1. Press the **Envelope/Message** key on your phone and **Log In** to your voicemail
2. **Press 1** to access your voice mailbox
3. **Press 2** to change your voice mailbox busy greeting
4. **Press 1** to record a new no answer greeting

SETTING "EXTENDED AWAY" GREETING

By default, this greeting will not allow callers to leave a message when activated. This greeting simply plays the recorded greeting and then disconnects. If this greeting is active, a notification will play upon login, and prompts within the extended away menu will provide an option to disable. To record and activate your "Extended Away" greeting, follow the steps below:

1. Press the **Envelope/Message** key on your phone and **Log In** to your voicemail
2. **Press 1** to access your voice mailbox
Note: Message deposit settings can be modified after this step (Option 8) IF GREETING IS ALREADY ACTIVE
3. **Press 4** to change your voice mailbox extended away greeting
4. **Press 3** to record a new extended away greeting
(Optional if there is already a recorded greeting)
5. **Press 1 to Activate or 2 to Deactivate** your extended away greeting