

# Voicemail

## loop

telecoms made simple

### Accessing your mailbox

- Dial (555) or (55)
- The mailbox will respond and ask you to enter your password, as default this will be set to (123456).
- On entering the correct password, the mailbox informs you of its current status.

### Accessing your mailbox externally

- Call your Direct Dial Number.
- When you hear your greeting, press (\*) followed by your password.
- The system will ask for your mailbox number, enter your extension number or group number.

### Navigating through your mailbox

- 1 = Scroll back an option.
- 2 = Repeat message.
- 3 = Scroll forward an option.
- 8 = Change from day greeting to night greeting.
- 0 = Delete message, change settings and start recording.

### Changing your greeting

- Gain access to your mailbox by following the above.
- Press the (3) key until you hear the system indicating 'first greeting' or 'day greeting'.
- The system will repeat your current outgoing message. As default this will say 'You've reached the mailbox of extension 11'.
- Press the (0) key to start your recording.
- When you finish your recording, Press (#).
- To check your greeting dial your Ext from another Ext this allows you to hear what your mailbox sounds like to other callers.

### Changing your password

- Gain access to your mailbox by following the above.
- Scroll through the mailbox using the (3) key until you hear the system indicating 'password for mailbox queries 123456'.
- Press the (0) key to change your password.
- Enter your new 6 digit code.

**Memorise your password as this is the only code that will allow you access to your mailbox!**

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Opening hours:  
Monday - Thursday 09:00 - 17:30  
Friday 09:00 - 16:30