



BT Versatility Voicemail User

Accessing your Voice Mailbox

From your own extension, dial **711** then dial your **Mailbox Number**

Enter your **Passcode + #** (default passcode is 1111).

Systemphone users can press the Message-key then select Voice Messaging, then dial their extension number + #.

System Keyphones may have a key programmed for Mailbox access.

If accessing the mailbox remotely, when you hear your personal greeting, dial **711** and access the mailbox as normal.

Code	Feature	Code	Feature
1	Play all Messages	91	Record Personal Greeting
92	Replay Personal Greeting	93	Delete Personal Greeting
0	Change Access Code (PIN)		

Whilst listening to messages, you can use the following control options:

Code	Feature	Code	Feature
#	Pause Playback	2	Save Message, Play next Message
3	Erase Message, Play next Message	4	Rewind to Start of Message
5	Rewind to Previous Message	6	Erase all Messages
7	Playback Rewin (8 seconds)	8	Playback Fast Forward (8 seconds)
9	Forward the Message	0	Return Call

Old messages are deleted automatically after 3 days, unretrieved new messages will be deleted after 15 days.

Forwarding Calls to your Voice Mailbox

The target destination **710** should be used to forward calls to your personal voice mailbox.

To cancel a Voicemail forwarding option, just enter the forwarding feature code and hang-up (i.e. 732).

Feature Code	Voicemail Forward Option	Feature Code	Voicemail Forward Option
732 710	Forward - Immediate	733 710	Forward – when Busy
734 710	Forward – on No Answer		

Record a Voice Mailbox Personal Greeting

Access your mailbox (as shown above), dial **91** – Record Greeting after the tone.

Hang-up to end the recording.

Change your Voice Mailbox Access Code

Access your mailbox (as shown above), dial **0** – Dial New **Access Code + #** (max 8 digits), then hang-up

Default Access Code is 1111.

System Answer Machine

The System Answering Machine (System Voicemail Box) can be turned on/off from the Master Extension (normally 20) by selecting the **System vm box** display option or dialling **737**.

The System Answering Machine can be controlled in the exactly the same way as any other mailbox apart from it can only be accessed from the Master Extension, instead of an extension number, dial **0** for the System Answering Machine.

The lines& times the System Answering Machine will answer on is controlled in System Programming.

Group Mailboxes

Group Mailboxes can be enabled by setting the target number **710** for any of the Group Divert options. After dialling the Group Divert/Forward option (i.e. 792), dial the Group Pilot number **180-199** and dial **710**. To cancel a Voicemail forwarding option, just enter the Group Divert feature code and hang-up (i.e. 792). The Group Forwarding feature can also be programmed on a function key for quick access.

Feature Code	Voicemail Forward Option	Feature Code	Voicemail Forward Option
792 XXX 710	Group Forward - Immediate	793 XXX 710	Group Forward – when Busy
794 XXX 710	Group Forward – on No Answer		

Group Mailboxes can be accessed & controlled in the exactly the same way as any other mailbox by dialling **711**. Instead of an extension number, enter the **group pilot number + #**. Groups 1-20 have the Pilot Numbers **180-199**. Enter the Group **Passcode + #** (default passcode is 1111). Systemphone users can also use the Message-key (Voice Messaging), the groups can be found under the 'Other' option, then select Group.

Phantom Mailboxes

Phantom Mailboxes can be accessed & controlled in the exactly the same way as any other mailbox by dialling **711**. Instead of an extension number, enter the **Phantom mailbox pilot number + #**. Phantom mailboxes have the Pilot Numbers **100-109**. Enter the mailbox **Passcode + #** (default passcode is 1111). Systemphone users can also use the Message-key (Voice Messaging), the Phantom Mailboxes can be found under the 'Other' option, then select Phantom.