Quick User Guide: Voicemail

Accessing your Voicemail:

Initial Mailbox Login

The first time that you login to your mailbox, you should configure your personal mailbox options. The system will prompt you to set a new password and record your name.

Your initial password will be your extension: (this number is shown on your phone, e.g. 401)

From your Desk Phone

A blinking green light indicates a message is waiting.

1) Press the Message button to retrieve your messages. The system will prompt you through the process of message retrieval.

From another Desk Phone

1) Dial *98 + your extension number from any office phone.
2) You will then be prompted to enter your password.

Calling from an outside Phone

1) Call your company's main number to access the Auto- Attendant
2) Dial *
3) You will be prompted to enter your extension and password.

*If you do not have an auto-attendant, you may have a direct number to call to access your voicemail from an outside line.

From your Email

1) Voicemails in your Email will come from: Voiceone@accentservices.com
2) Emails will include a voice to text transcription, and an audio WAV file.
3) Download and save WAV files as desired

From your App

1) Select the voicemail icon
2) Click the message to play
3) Download and save WAV files as desired

Pro Tip:

1) When initially setting up your Voicemail, change your password to avoid hearing the set up prompt each time.
2) At minimum record your name to have it played on your company directory.
3) Send yourself a voicemail, and check your Spam folders to authorize Voiceone@accentservices.com as a valid sender
4) The system clears voicemails after 60 days. If you would like to save your voicemails longer, download and save them locally or in the cloud

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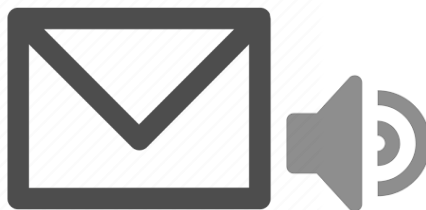
Voicemail Menu:

Main Menu

1 Listen to new messages
2 Change mailbox folders
3 Advanced mailbox options
0 Mailbox options
* Return to main menu # Exit/logout of mailbox

Option 1: Listen to new messages
Messages will be played in chronological order from oldest message to newest message.
After a message is played, the following options are available to manage the message:

3 Access advanced message options
5 Repeat current message
6 Play next message
7 Delete current message
8 Forward current message to another user
9 Save current message to a folder
* Return to main menu # Exit/logout of mailbox

Option 2: Change mailbox folders
Choose from the following folders to access saved/older messages:

0 New messages
1 Old messages
2 Work messages
3 Family messages
4 Friends messages
Cancel

Option 0: Mailbox options

1 Record unavailable greeting
2 Record busy greeting
3 Record your name
4 Record temporary greeting
5 Change password
* Return to main menu

Pro Tip:
The following can only be performed inside voicemail menu:
1) You can advance to the next message anytime by pressing option 6
2) Deleting messages from your email or app will not delete the message from your phone and vice versa.
3) To deactivate or erase a temporary greeting, select option 0, then 4 for temporary greeting and 2 to erase your greeting.