Introduction

This cheat sheet contains the entire menu map of the voicemail audio menus for the classic platform.

Getting to your Voicemail Audio Menu using your desk phone:

- **On the phone hard buttons:** You can press the MESSAGE button

- **On the phone display screen:** You can press the VIEW softkey

- **You can dial your organization's Voicemail Pick Extension**. Ask your Crexendo Administrator for this extension number.

Once you reach the voicemail system, it will ask you for your PIN. If you haven't changed it yet, your PIN is: 1234

Anatomy of a Voicemail

When listening to your voicemails, each one has this format:

Message Header	Date/Time Stamp	Voicemail Message

Message Header

When the header plays, you will hear the following:

Message number   [#]   **for**   [Ext name/Ext #]   **from**   [CallerID]

Date/Time Stamp (DTS)

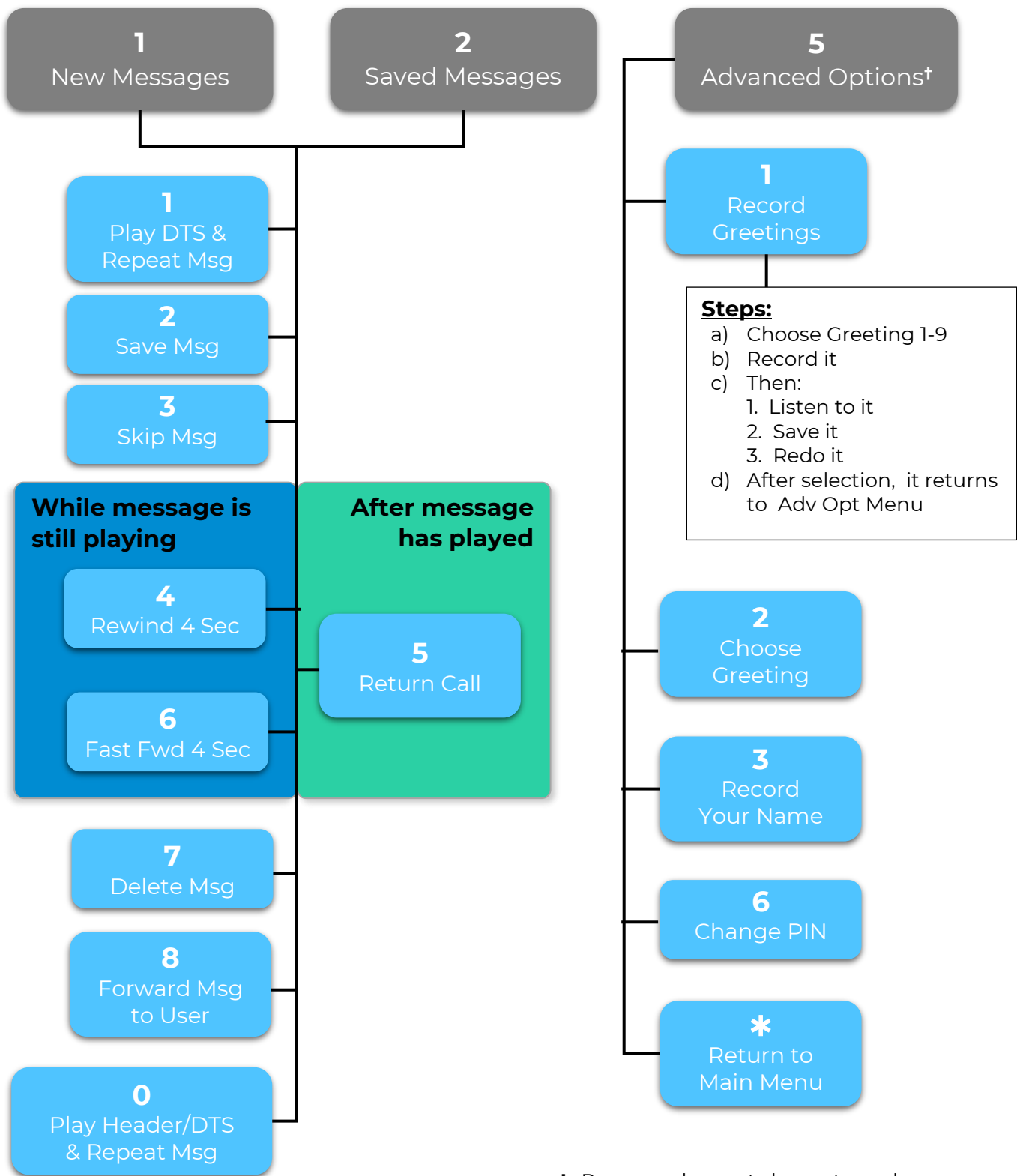Next, you will hear the DTS in the following format:

On   [month] [day] [year]   **at**   [Time]   **am/pm**

Other Notes

- To skip the header and DTS, and go directly to the voicemail message, press: **#**

- After you listen to any new message and move on to the next, it becomes a Saved Message. If you want to listen to it a second time, navigate to the SAVED MESSAGES menu.

Menu Map

After you enter your PIN, the Main Menu and sub-menu map is available to you as shown below:

1
New Messages

2
Saved Messages

5
Advanced Options†

1
Play DTS & Repeat Msg

2
Save Msg

3
Skip Msg

While message is still playing

4
Rewind 4 Sec

6
Fast Fwd 4 Sec

After message has played

5
Return Call

7
Delete Msg

8
Forward Msg to User

0
Play Header/DTS & Repeat Msg

1
Record Greetings

Steps:
a) Choose Greeting 1-9
b) Record it
c) Then:
  1. Listen to it
  2. Save it
  3. Redo it
d) After selection, it returns to Adv Opt Menu

2
Choose Greeting

3
Record Your Name

6
Change PIN

*
Return to Main Menu

†=Press any key not shown to replay menu