

Login

Press on your Phone or dial *97 and enter your voicemail password when prompted. Default Password: 8888.

To access another mailbox such as a general mailbox, dial *98 to access our voicemail system. When prompted, enter the extension number and the password assigned to the extension.

Main Menu

1 Listen to Voicemail

While listening to a message, you can execute the following:

2 Change Folders

3 Advanced Options

4 Play Previous Messages

5 Repeat Current Message

Exit

6 Play Next Message

7 Delete Current Message

8 Forward Message

9 Save Message to Folder

* Help

2 Change Voicemail Folders

Choose the folder for which you would like to listen to messages:

0 New Messages

1 Old Messages

2 Work Messages

3 Family Messages

4 Friends Messages

Return to Main Menu

3 Advanced Options

Choose from the following options:

5 Leave a Message

* Return to Main Menu

0 Mailbox Options

Choose from the following options:

1 Record Unavailable Message

2 Record Busy Message

3 Record your Name

4 Manage Temporary Greeting

5 Change your Password

* Return to Main Menu

GreenLink's voicemail system offers flexibility in a number of ways. Among the features are:

- Multiple greeting options
- Notification of new messages through email with an audio file of the complete message included
- Ability to organize messages into folders

Login

There are multiple options to log into voicemail.

- By pressing a button on your phone.
The button may be programmed as a "Message" button or simply be designated by an envelope icon imprinted on it.
- By calling your extension and pressing the * (asterisk) button. (Note: This may need to be enabled on your account.)
- By dialing *97 and entering your voicemail password when prompted.
- By logging into our customer portal and managing your voicemail options.

The first time that you log into your mailbox, you will need to use the default password, 8888. Once you have access, you may be required to change some settings. For example, you may be required to: record your name, your busy greeting, your unavailable greeting, or change your password.

Main Menu

The main menu will be the first menu you hear when you have logged in. Here are the main menu options:

1	Listen to Voicemail	O	Mailbox Options
2	Change Voicemail Folders	*	Help
3	Advanced Options	#	Exit

1 Listen to Voicemail

The process of leaving a message in someone's voicemail is standard:

1. The caller will dial the user's extension. If the extension is not answered, the caller will be transferred to voice mail.
2. The system will play the appropriate greeting. See below for more information on which greeting will be played.
3. The system will play some short instructions, followed by a beep.
4. The caller can then record the message, and optionally review the message.
5. Once the message is finalized, the system will put the message from the caller in your "New" messages folder.

To listen to your voicemails once you've logged in, you will be able to listen to the first new message waiting or, if there are no new messages, the first saved old message. During message playback, you have multiple options to halt the playback of the message and perform the corresponding action from the post-message playback options. *(noted in the graphic to the right).*

2	Change Folders
3	Advanced Options
4	Play Previous Messages
5	Repeat Current Message
#	Exit
6	Play Next Message
7	Delete Current Message
8	Forward Message
9	Save Message to Folder
*	Help

2 Change Voicemail Folders

As previously noted, when a caller leaves a message, it is saved in your "New" messages folder. However, once you've listened to the message, our system provides multiple options to organize your saved messages.

- "Old" Messages – If you listen to the message but do not delete or save the message to a different folder, the system will automatically move it here.
- The other folder options are: Work, Family, or Friends.

Folder Options

0	New Messages
1	Old Messages
2	Work Messages
3	Family Messages
4	Friends Messages
#	Return to Main Menu

3 Advanced Options

In our Advanced Options menu, you can press 5, then the extension number to leave a message for another user within your company.

5	Leave a Message
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*	Return to Main Menu
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0 Mailbox Options

Pressing 0 from the main menu will present the mailbox options menu that allows you to manage your greetings and change your password.

Types of Greetings:

- **Unavailable.** The system designates you “unavailable” if you don’t answer the phone or your phone is not connected to the network. The caller will hear your “unavailable” greeting that can either be a generic message like:
 - › The person at *extension number* is unavailable
 - › *Recorded Name* is unavailable
 - or
 - › The unavailable greeting you recorded
- **Busy.** The system designates you “busy” if you are on the phone. Your “busy” greeting can be a generic message like:
 - › The person at *extension number* is on the phone.
 - › *Recorded Name* is on the phone.
 - or
 - › The unavailable greeting you recorded.
- **Temporary.** You can also record a temporary greeting. If it exists, a temporary greeting will always be played instead of your “busy” or “unavailable” greetings. This could be used, for example, if you are going on vacation or will be out of the office for a brief period and want to provide information to your callers. Using a temporary greeting allows you to keep the other greetings unchanged. Once you are ready to turn it off, choose option 4 again and press 2 to remove it.

1	Record Unavailable Message
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2	Record Busy Message
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3	Record your Name
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4	Manage Temporary Greeting
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5	Change your Password
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*	Return to Main Menu
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We hope this guide has been helpful. If you have any questions or need assistance, please contact us via email at help@greenlinknetworks.com or via phone by dialing *611 from your **GreenLink** connected phone or by dialing 888-972-8802.