



Moving Business from the Past, to the Future, Today

Grandstream Voicemail System

Rev. 01.04.2018 RA

Requirements

Your installer has set a default voicemail password for each user on the system. If you have not received this password, please contact your office manager or installer for assistance.

New Mailbox Setup

To create your voicemail message:

- On your new Grandstream phone, press the key with the Mail Envelope icon.
- Enter your voicemail password.
- Press 0 for mailbox options.
- Press 1 to record your unavailable message.
- Speak your greeting after the tone.
- Press 1 to save the message, press 2 to hear the message, press 3 to re-record the message.
- Once you have saved your message, you may hang up.

(If no voicemail message is created, your voicemail message will be “The person at extension XXXX is unavailable”)

Listening To Messages

Once you log into the voicemail system, you will be notified right away with the number of messages you have. Press 1 to play your messages.

While listening to your messages, your options are as follows:

3- Advanced options- options to hear information about the call such as date and time of the call and the caller ID.

5- Replays the message

6- Skips current message

7- Deletes the message

8- Forwards the message to another mailbox

Changing Your Password

To change your voicemail password:

- Log into the voicemail system with your current password
- Choose Option 0 for Mailbox Options
- Choose Option 5 to reset your password

If you have forgotten your password, please contact your office manager or your installer to have your password reset.

Different Types of Greetings

There are different types of messages that can be recorded for different situations. Here is a brief summary to help you decide which type of recording you may need.

Unavailable Message - This is the message callers will hear if they call your extension when you are ***not on the telephone*** and you ***do not answer***.

Busy Message - This is the message callers will hear if they call your extension when you are ***on the telephone*** and you ***do not answer*** (telephone is busy).

Name - If you would rather not have a greeting, use this recording to let the system announce your name as unavailable. If you do decide to record a greeting later, the greeting automatically overrides this recording. This recorded name is also used in the Dial-By-Name directory if your company chooses to use this feature.

Temporary Greeting - This is different from your Unavailable and Busy Messages. The Temporary greeting is useful for extended absences such as vacations. It allows you to record a temporary message so that you do not have to remove your unavailable or busy messages. If you record a Temporary greeting, it will automatically become the active greeting. When you delete your Temporary greeting, your voicemail box will revert to your regular message