

Accessing Voicemail

There are two ways to access a voicemail box on the Wildix system.

Visual Voicemail: A visual list of voicemail messages you can interact with by using the screen and your arrow keys. See below for access by device.

- Collaboration - Voicemail menu
- Your desk phone - press Voicemail key
- Vision, WP600AXX phones - Voicemail menu
- iOS / Android - History menu → Voicemail tab
- W-AIR handsets (no graphical interface) - press and hold the Voicemail key (the numeric key "1"), then follow the audio instructions.
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IVR Voicemail: Auditory voicemail you can interact with by listening to voice prompts. To access, dial *8 + the extension of the mailbox you wish to access. You may be asked for the password.

Voicemail Passwords: In either version of voicemail, the password is always the same as the first five characters of the user's web login password when translated to digits. Example: Triton@4577 = 87486 (as in the "Trito" part).

Recording Personal Voicemail Greetings

- access the mailbox normally
- press 0 for mailbox options
- press 1 to record your unavailable message and follow the audio instructions
- press 2 to record your busy message and follow the audio instructions
- press 3 to record your name and follow the audio instructions
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Mailbox Management

- Press 2 for the message details after the message playback
- Press 3 for advanced options
- Press 1 to send a reply

Forwarding Voicemail

Via visual voicemail.

- Select the voicemail that you would like to forward and press info button
- Go down to the option forward to
- Enter one or more extensions separated by the star symbol
- In case forwarding was successful, notification "Success" is displayed on the screen
- User can view forwarded message from any Wildix device; forwarded messages have the prefix "Fwd:"

Via ivr voicemail.

- Press 2 for the message details after the message playback
- Press 8 to forward the message to another user
- Press 2 for the message details after the message playback
- Press 7 to delete the message

Deleting Voicemails

- Your desk phone: press Voicemail button, select a message, select Info → Delete
- Collaboration / iOS / Android / Vision / WP600XX: select one or multiple messages and click the trash icon
- In case using "Shared Voicemail" feature, subscribers can delete Voicemails of the mailbox owner.

Organize by Folder

- press 2 for message details
- then press 2 again to change folders:
 - 0 for new
 - 1 for old
 - 2 for work
 - 3 for family
 - 4 for friends