**Initial Voicemail Set-up:**

To properly greet callers, you must record three things. You need to record your "Name", your "Unavailable", and your "Busy" greetings. By doing this, you will insure that every caller gets a professional experience during their call to you.

On your new Grandstream phone, locate the "Mail Envelope" button on the top right side of your phone (this may vary depending on your phone model). Press the "Mail Envelope" button and you should hear "Password". Your initial password is 1234.

Enter your password and the system will tell you about your messages. Press "0", to get to your mailbox admin area and you will hear the menu below. Just follow the prompts to get your recordings set up and your password changed.

Mailbox Options Menu:

1. Record Unavailable Message - this is the message callers will hear if they call your extension and you are not on the telephone and you do not answer.
2. Record Busy Message - this is the message callers will hear if they call your extension and you are on the telephone and you choose not to answer (your telephone is busy).
3. Record Name - this is the recording that callers will hear when they first reach your voicemail box but before your Unavailable or Busy message. If you do not record your name then callers will hear a standard greeting that announces your voicemail box number (example: "The person at extension 1001 is unavailable", versus "Jane Doe is unavailable"). This recorded name is also used in the Dial-By-Name directory if your system has been configured with this feature.
4. Record Temporary Greeting - this is a Temporary message that callers will hear that is different than your Unavailable and Busy Messages. The Temporary greeting is useful for extended absences such as vacation. It allows you to record a temporary message so that you do not have to record over your Unavailable or Busy Message. If you record a Temporary greeting, it will automatically be made the active greeting. When you delete your Temporary greeting, your voicemail box will automatically revert to your standard Unavailable and Busy Messages.
5. Change Password – This allows you to change the password to your voicemail box.
6. * will return you to the main menu.

**Voicemail Menus Button Options:**

Main Menu

Press the **"Mail Envelope"** button or dial *97
1 - New Messages
2 - Change Folder - change to a different folder (**New** messages versus **Saved** messages)
3 - Advanced Options :
5 – Leave a message for another extension
* - Return to the main menu
0 - Mailbox Options - voicemail recordings & password
* - Help - repeats the current menu
# - Exit - end your call to the voicemail system


**While Listening to a Voicemail Message:**

1 - Skip message envelope - skips directly to the message and bypasses the message
envelope. The envelope is the date, time and from information that precedes each message.
2 - Starts message over - replays the current message without the envelope
3 – Advanced Options –
1- Send a Reply to a caller on the same voicemail system
2- Call the person who left the message (subject to
system configuration)
3- To hear the message envelope
*- Return to main menu
4 - No function
5 - Repeat Message - replays the current message with the envelope
6 - Skip Message - skips the current message and goes to the next message
7 - Delete Message - deletes the message that you are listening to or just listened to
8 - Forward Message - send the current message to another voicemail box on the system.
1- Record a message in front of the voicemail message
2- Send the message without recording a message in front of the voicemail message
The message will not be deleted from your voicemail box. You may delete or save the
messages as normal
9 - Save Message
* - skip backwards two seconds
# - skip forwards four seconds

**Post Message Menu:**

These are the options available immediately after listening to a message:

1 – No function
2 – No function
3 - Advanced Options –
1- Send a Reply to a caller on the same voicemail system
2- Call the person who left the message (subject to
system configuration)
3- To hear the message envelope
* - Return to main menu
4 – No function
5 - Repeat Message - replays the current message with the envelope
6 - Skip Message - skips the current message and goes to the next message
7 - Delete Message - deletes the message
8 - Forward Message - send the current message to another voicemail box on the system.
1- To record a message in front of the voicemail
2- To send the voicemail without recording a message in
front of the voicemail
9 - Save Message
# - Exit


**Change Folder Menu:**

0 - New Messages - this folder contains all of your new messages that you have not listened to
yet
1 - Old Messages - this folder contains all of your saved or skipped messages
2 - Work Messages - folder to store saved messages related to work
3 - Family Messages - folder to store saved messages related to family
4 - Friends Messages - folder to store saved messages related to friends
# - Cancel - return to the main menu