



### ***Voicemail Instructions***

#### Using the Handset:

- Lift the handset.
- Type 2000 and press *Send*.
- or press the *Messages* button (envelope) and then press *Connect*.
- Press 1 to access your Voicemail box.



#### Using the Speaker Phone:

- Leave the handset on the cradle.
- Type 2000 and press *Dial*.
- or press the *Messages* button (envelope) and then press *Connect*.
- Press 1 to access your Voicemail box.



**\*\* Use the Messages button for voicemail retrieval of multiple extensions on a single Polycom phone.**

#### Accessing your Voicemail for the First Time:

The first time you connect to your voicemail, the system will say "Please enter your passcode followed by the # key. If not calling from your own phone, press the \* key. Before you can begin using your voice portal, you must set a password and record your personalized name."

- Enter your temporary password of 0000 followed by #.
- Enter your new 4-digit password followed by #.
- Enter your new 4-digit password followed by # again for verification.
- Record your name followed by #.
- Press the \* key to save the name recording.

You may now hang up as your voicemail box is ready to accept new messages.

### **Recording Voicemail Greetings:**

*After pressing 1 to access your voicemail box:*

- Press 2 to Record a Busy Greeting
- Press 3 to Record a No Answer Greeting
- Press 4 to Record an Extended Away Greeting

Busy Greeting - This greeting is played to the caller when DnD is enabled.

No Answer Greeting - This greeting is played to the caller when no one answers the phone.

Extended Away Greeting - This greeting is intended to be used as a vacation message.

### **Enabling/Disabling Your Extended Away "Vacation" Greeting**

After pressing 1 to access your voicemail box:

- Press 3 to Record an Extended Away Greeting
- Press 1 to Activate your Extended Away Greeting
- Press 2 to De-Activate your Extended Away Greeting

### **How to Remotely Dial into your Voicemail**

- Dial your phone number or your main business number followed by your extension.
- Once you hear your voicemail greeting, press the \* key.
- Enter your voicemail password.

If you need to change your password please contact Crocker Client Support at 413-654-1000 or via email at [voipteam@crocker.com](mailto:voipteam@crocker.com).