

Grandstream Voicemail Operation

Listening to Messages

When you receive a voicemail, a green flashing envelope icon will appear on the top right hand corner of your phone.

- To access the mailbox, press the button shaped as an envelope
- You will be prompted to enter a password. By default the password is 1379. After entering the password, press the # key as an enter button.
- You will now be able to listen to the voicemails you have in your mailbox.

Mailbox Administration

To change the mailbox password or greeting, follow these instructions:

- Enter the mailbox by pressing the button shaped as an envelope
- Press “0” to enter the administration menu and listen to the prompts

- To record the unavailable greeting, press 1
- To change your password, press 5

These are the only options that really need to be configured.

Voicemail to Email

You have the option to have your voicemails forwarded to your email. If this is enabled, once a caller leaves you a voicemail the phone systems will send you an email with an audio file of the voicemail as an attachment.

With voicemail to email enabled you have three options:

- Alert your phone only
- Alert your phone and send you an email
- Send the email only (if the system is unable to send an email, it will automatically send the voicemail to the phone)

If you enable the email and phone notification, the messages will still need to be listened to and deleted from your phone even if you have listened to them in your email. Please contact your administrator to have this feature enabled or disabled.