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## Voicemail Call User Controls

<https://campus.barracuda.com/doc/41091383/>

This article explains basic voicemail controls.

### Accessing Voicemail

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1. Press the Messages button or dial \*98.
2. When prompted, enter your access code, then press #.
3. New messages are played automatically. If there are no new messages, then main menu options are presented.

### Main Menu Options

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The following options are available at the voicemail main menu:

- 1** - Listen to new messages
- 2** - Listen to saved messages
- 5** - Advanced options
- #** - Exit voicemail

### Options While Listening to a Message

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The following options are available while actively listening to a message:

- 0** - Repeat Message
- 1** - Skip to previous message
- 3** - Skip to next message (Skipping a new message will leave the message as new.)
- 4** - Rewind
- 6** - Fast forward
- 7** - Delete
- 8** - Forward message to another user
- \*** - Skip date/time at beginning of message

### Forwarding a Message to Another User

1. Press **8** while listening to the message you want to forward.

2. Select one of the following options:
  - To record an introduction, press **1**.
  - To send the message without an introduction, press **8**.
3. Enter the extension number to which to transfer the message, and press **#**.

## Options Available After a Message Has Been Played

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The following options are available immediately after listening to a message:

- 1** - Listen to message again, from the beginning
- 2** - Save message
- 3** - Save message as new
- 5** - Return call immediately
- 7** - Delete message
- 8** - Forward message to another user

## Advanced Options

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The following options are available from the Advanced Options Menu and are described below the list.

- 1** - Record greeting
- 2** - Choose greeting
- 3** - Record name
- 6** - Change password
- 0** - Return to main menu

### Advanced Option 1 - Record Greetings

1. Press **1** to record a voicemail greeting. You may have up to 9 greetings.
2. Choose a greeting number **1-9**.
3. Record your greeting at the tone and press **#** to end the recording.
4. Press **1** to play back what you just recorded, press **2** to save it, or press **3** to re-record.

### Advanced Option 2 - Choose the Active Greeting

1. Press **2** to choose your active greeting.
2. Select one of your previously recorded greetings using the keypad.  
If you have find-me/follow-me enabled on your extension, you may customize which greeting to play based on caller ID or time of day. For example, during business hours you could have greeting 1 and after hours greeting number 2.

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## Advanced Option 3 - Record Your Name

1. Press **3** to record your name.
2. After recording, press **1** to play it back, **2** to save the name, or **3** to re-record.  
If you record a name, your recorded name plays for callers who look up your name in the Dial-by-Name Directory. Otherwise the Dial-by-Name Directory spells out your first and last names.

## Advanced Option 6 - Change Password

Press **6** to change your password.

## Advanced Option 0 - Return to the Main Menu

Press **0** to return to the Main Menu.

## Leaving Voicemail Messages

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1. Dial **\*\*** followed by the extension number to leave a voice message for another user.
2. Optionally, press **#** to skip the user outgoing greeting.
3. While recording, press any key to stop recording.

After recording, the following options are available:

- 1** - Listen to recording
- 2** - Save recording
- 3** - Re-record
- #** - Continue

To mark the message urgent, press **\*** after saving the recording.

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