



Voicemail Reference

Voicemail at Concordia can be accessed a number of ways. The two most common are visual voicemail through the display on a standard phone and the traditional audio-based method. This reference guide will show you the most basic steps to use your voicemail using both methods.

Visual Voicemail

LOG IN

Press the envelope button on your phone. If you have logged in before, you will be prompted to “Enter Passcode”. Type your passcode and press the “Done” softkey.



If you have not used your voicemail before, you will be prompted to “Set Voicemail Passcode”. Once you have entered a new passcode, press the “Save” softkey.

If you are having trouble logging in, please contact IT Services.

LISTEN TO VOICEMAIL MESSAGES

Once logged in, you will see a Visual Voice menu. Choose “Listen...” with the arrow buttons then press the “Ok” button.

- New: Messages that have not been listened to.
- Old: Messages that have been listened to and will be deleted after 24 hours.
- Saved: Messages that have been listened to and will not be deleted.

With the softkeys, choose a message to play. If you leave the handset in the cradle, the audio will be played through the speakerphone speaker, otherwise you can listen to it on the handset.

RECORD A GREETING

If you have not created a greeting, a default greeting is used. In most cases, you will want to create a custom greeting.

From the Visual Voice menu, choose “Greeting...”. Use the softkeys to “Listen” to the existing greeting or “Record” a new greeting.

Audio Voicemail

LOG IN

From any phone on campus, dial *17. You will be prompted to enter an extension and password (both followed by # sign).

If you have not used your voicemail before, you will be prompted to set up a passcode and create an audio recording of your name.

If you are having trouble logging in, please contact IT Services.

LISTEN TO VOICEMAIL MESSAGES

Once logged in, press “2” to go to the messages submenu. It will list the most recent message. Press “0” to listen to the message.

A few other commands while navigating messages:

- **R – Save a message from automatic deletion.
- *D – Immediately delete message.
- # - Skips to the next message.

RECORD A GREETING

Once logged in, press “3” to go to the greetings submenu. Follow the prompts to listen to existing greeting(s) or record new a one.

IT Services can be reached at +1 780 479 9316, helpdesk@concordia.ab.ca, or in room L356 in the Arnold Guebert Library.