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layout: post

title: Voicemail

date: 2017-02-07 10:15:00

country: [UK]

language: [English]

locale: [en-uk]

category: [wework]

tags: [end-user-features, calling, voicemail, wework]

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One of the benefits of having your own extension is that it comes with personalised voicemail. You can record your own greeting and check your voicemail messages in a variety of ways.

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## Accessing your voicemail

If you have an extension mapped to your phone, then you have access to a Voicemail box that you can check and update as necessary. There are many ways to access your Voicemail, no matter where you are. To get started, decide which option below you would like to use and then follow the instructions.

### From your Ooma Office IP phone

If you would like to check your voicemail, pick up the phone, press the messages button, or just dial your own extension number.

\*\*Note:\*\* The first time you access your voicemail, you will be prompted to select a new PIN during the initial setup process for your voicemail box.

### From another Ooma Office phone or from an outside phone line

If you would like to check your voicemail from another Ooma Office phone or from an outside phone line, wait until the call rolls to voicemail and then press [\*] and enter your PIN. If you are accessing your voicemail for the first time, you will need your PIN. If you do not have this number, contact your System Administrator to have them set a new PIN so that you can log in the first time.

### Dialling through the virtual receptionist

If you are out of the office and do not have a direct phone number to reach your extension, you can dial in to your Voicemail through the virtual receptionist. Simply call the Ooma Office number that is answered by the Virtual Receptionist and press [\*] when the call connects. Next, dial your extension number and then enter your PIN.

\*\*Note:\*\* This feature may have been disabled by your Ooma Office for WeWork Account Administrator if there is no voice prompt after you press [\*].

### Listening via email

Your new voice messages will be automatically forwarded to your email so that you can listen from anywhere. The audio message will be sent as a file attachment in .mp3 format, so you can listen from most web browsers and email clients.

If you need to change the email address that your messages are being sent to, you will need to provide your updated email address to your Account Administrator so that he/she can make the requested change.

## Updating your voicemail options

Your personal voicemail can be personalised as much or as little as you would like. The options below outline the changes you can make and tell you how to make them.

### Recording or updating a personal greeting

The first time you log into your voicemail you will be prompted to record a greeting for your extension.

You can update your personal greeting at any time by selecting \*\*option 5\*\* from the main voicemail menu, then selecting \*\*option 1\*\* from the submenu.

### Recording or updating your name

You can choose to use a computerised voicemail prompt with just your recorded name instead of a full recorded greeting. To do this, select \*\*option 5\*\* from the main voicemail menu, the selecting \*\*option 2\*\* from the submenu.

### Changing your PIN

Once you get your voicemail account set up, you can update your PIN at any time. To do this, select \*\*option 5\*\* from the main voicemail menu, the selecting \*\*option 3\*\* from the submenu.