Voicemail

Voice mails may **only be saved for 90 days** and in which case will be **permanently purged** from the system. If you wish to keep voicemails for long period, we recommend setting up a **voicemail to email setting** on your voicemail box. This can be done by sending a request to email to **support@thinksimplicity.com**

Accessing Voicemail from Phone

Star Code: ***86**

- Press the **Messages/Voicemail** button or short cut key. Or dial ***86**
- Enter **password**
  - The **default** password is the phone's **extension number** (with prefix if your hotel has prefixes before the extension/room number)

Accessing Another Extension's Voicemail

Star Code: ***486 + Extension number**

Star code only works from an **admin** phone

- Dial ***486 + Extension Number** of the extension you wish to access voicemail for.
  - ie. for room 450 you would dial *486450 from an admin phone.
- Enter **password**
  - The **default** password is the phone's **extension number** (with prefix if your hotel has prefixes before the extension/room number)

Accessing Voicemail From Outside Hotel

- Call into the hotel
- Have the Front Desk transfer to the desired extension
  - Or call the direct DID (telephone number) for an extension
- Once the voicemail greeting starts playing press * (star)
- Enter Pin

Change Folders

After accessing voicemail (after entering pin) press **Option 2** to access other folders.

Folders help organize voicemail into easy to navigate categories.

- 0 - **New Messages**
- 1 - **Old Messages**
- 2 - **Work Messages**
- 3 - **Family Messages**
- 4 - **Friends Messages**

Change Greeting Message

After accessing voicemail (after entering pin) press **Option 0** to access mailbox options.

- Option 1: Record your unavailable message (message that plays if no answer)
- Option 2: Record your busy message (message that plays if you are on a call)
- Option 3: Record your name
- Option 4: Record your temporary message (overrides all other greetings that have been recorded)
  - Sub-Option 1: Record your temporary message
  - Sub-Option 2: Erase your temporary message (and revert back to standard greeting)

- Option 5: Change your password after recording a message (incoming message, busy/unavailable greeting, or name)
  - Sub-Option 1: Accept
  - Sub-Option 2: Review
  - Sub-Option 3: Re-Record
- After a message has been recorded:
  - Option 1: Accept
  - Option 2: Review
  - Option 3: Re-Record

While listening to a recorded voicemail message you can press **#** to **fast forward** or ***** to **rewind**.