VANTAGE
UNIFIED
COMMUNICATIONS

How do I Unlock my Voicemail?

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Question

I received a message stating "The mailbox you are trying to access is locked." How do I unlock my voicemail?

Answer

You will receive this message when your Voicemail has been locked due to too many failed attempts. An incorrect attempt is entering a password incorrectly or hanging up without entering a password. There are two ways your voicemail mailbox can be unlocked. One way would be dialing *86 from your extension on your Vantage platform phone or by unlocking the mailbox from the MAXcore Web Portal.

Using the MAXcore Web Portal

To unlock your Voicemail, sign into the MAXcore web portal.
  Press the extensions button on the left navigation panel.
  Click the Unlock Voicemail button in the top-right of the Home page.
  If you have more than one extension assigned, you may need to select the correct extension from the drop down list on the Home page.

Applies To

MAXvoice
Voicemail