

How do I access my extension voicemail?

6 Fri, Jul 31, 2020 Voicemail

Question

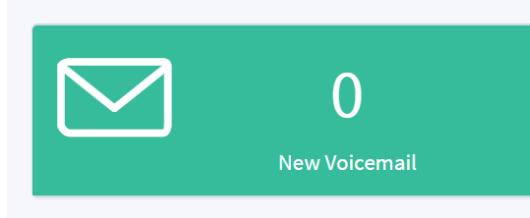
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Answer

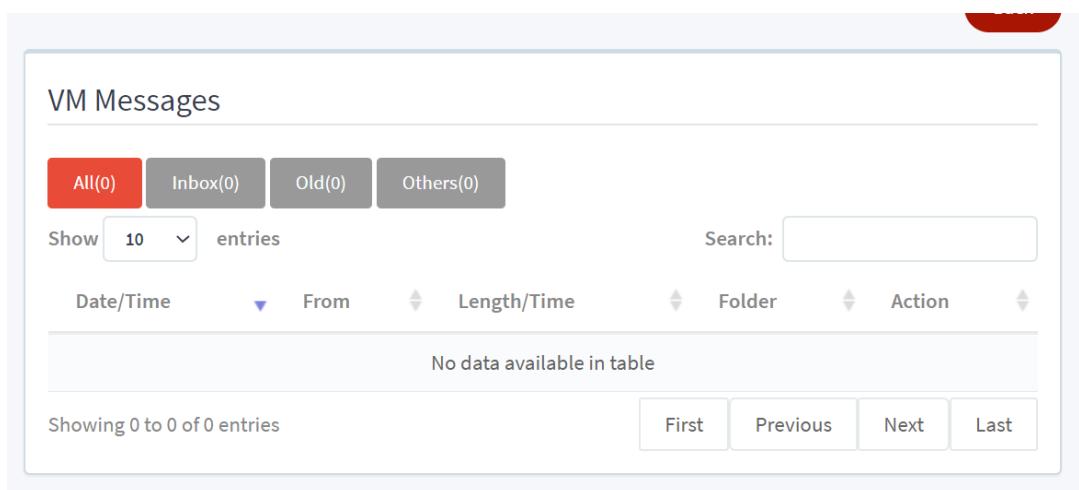
You can access your extension voicemail in multiple ways :

From the MAXcore portal

After logging into the MAXcore portal, you will see a New Voicemail block on your MAXcore homepage; click this block and you will be taken to the **Visual Voicemail** section.



In the Visual Voicemail section, you will be able to see all of your voicemail messages remaining in your voicemail inbox. (If your voicemail is set for "**email notify**" and "**delete message after send**", the voicemail .wav file is sent to your email and then immediately deleted from your voicemail box once the email notification is sent)



From the physical phone

you can press the Message button (on most phones the message button will have an envelope icon). When this button is pressed, you are connected to the voice portal and you will be prompted for your voicemail pin.

you can dial *29 from the phone dial pad. Dialing *29 is an alternative method for accessing the voice portal. Once connected to the voice portal, you will be prompted for your voicemail pin

From the Bria softphone (mobile or desktop)

You can press the message key from the softphone dial pad screen, This key will connect you to the voice portal and you will be prompted for your voicemail pin.

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From a phone other than your work phone or a Bria softphone

A 10 digit voicemail access number has been set up for your company's account that can be used to access the voice portal from an external phone/softphone (i.e. personal cell phone). This phone number can be obtained from your IT Support or local



corporate administrator. When the 10 digit number is called you will be brought to the voice portal and you will be prompted to enter your extension. After entering your extension, you will be asked to enter your voicemail pin. Once that information is entered correctly, you will be able to access your voicemail box.

Applies To

- MAXvoice
- Voicemail
- Bria Softphone

Online URL: <https://help.maxcore.io/article-6.html>