

How to check voicemail from a cell by pressing one number

First from the web portal

Go to the Call Management Tab and click on call treatment and add a call treatment so that when you call your IP number from your cell, the call goes straight to voicemail.

1. Do this by selecting the add button at the bottom of the call treatment page.
2. Type in your name and then cell number in the Incoming Number area and select forward to voice mail from the Default Action drop down list.
3. Select Save at bottom of page

Note: Now every time you call your IP number from your cell it will go directly to voicemail. This is especially helpful if you have a find me list as the default action.

Now on your cell phone

Add your IP number as a new entry in the address book and add the * and pin to the end of the number followed by the # key.

1. Add a new phone entry and call it IP Voicemail
2. Input your IP number as the number to call
3. Add a pause and then a * and you 4 digit pin for your IP Voice mail and end with the # key.
 - a. The number will look like this 9365211234p*1234#
 - b. You will need to figure out what the pause key is on your phone. In the example it is the “p” on some phones it is the “,” coma.
4. Now add this entry to a speed dial on you phone, if you phone has this feature.

What to expect.

1. Press the speed dial button you assigned on your cell phone.
2. Your phone speed dials your IP number and then Pauses
3. The IP system sees the call coming from your cell phone and sends your call directly to your voicemail
4. Your voicemail picks up and the * key is sent with your voicemail Pin and ends with the # key
5. You will now be in your voicemail menu and you will here “Welcome to the voicemail system” or “You have X new messages”

One last Tip, Did you know that your voicemail can notify you when you have a new voicemail? It can either by calling you, sending a text page or by email. You can also choose this for all messages or just high priority messages. See the voicemail tab in the Web Portal and select notification tab.

*As always if you need any help please call **800-480-0080**.*