HOSTMY

HOSTMY*Calls*

Voicemail User Guide

**Visit https://www.hostmy.com/user-guides
for a full list of our user guides**

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Your HostMyCalls Voicemail

This guide is for users of our PBX service with a voicemail account activated on their extension.

You will need to know your **voicemail PIN**. Contact your system administrator or HostMy support for assistance: https://www.hostmy.com/get-support

Note: To quickly get started, you can dial *123 from your desk phone or softphone and follow the voice prompts.

Desk Phone Users

While at your own desk phone, lift the handset and press the button to access your voicemail account.

Location of the button varies from model to model. Most models use the **envelope symbol** shown in the example to the left.

You will be asked for your PIN. Your default PIN should have been provided by HostMy support.

**You can also dial *123** to access your voicemail from your desk phone.

Note: We suggest you personalize your voicemail account right away so callers will know they have reached you.

[Skip ahead to Voicemail Setup](#)

Communicator and gloCOM Users

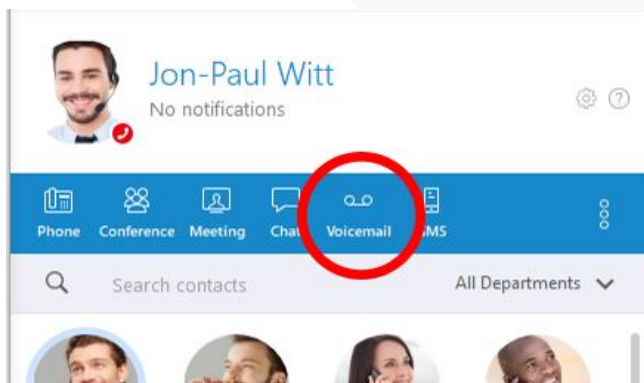Using the desktop, mobile or web version of Communicator/gloCOM, dial *123 for your initial voicemail setup.

You will then be asked to enter your PIN. This is provided by HostMy support.
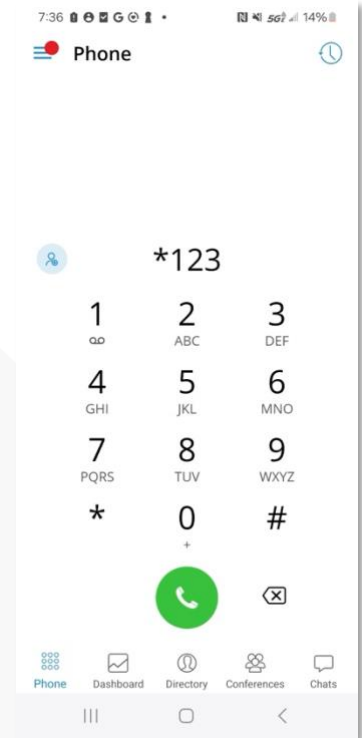
After the initial setup, you can access your voicemail account by using the softkey/icon in the app which provided access to visually manage messages.

The softkey voicemail button in the Desktop application.

The Voicemail Menu in Communicator/gloCOM GO for Android

You can access the **Voicemail menu** from the **Menu tab** at the top left of the screen. You can also see your latest voicemails at a glance **from your Dashboard.**

The More menu	The Dashboard
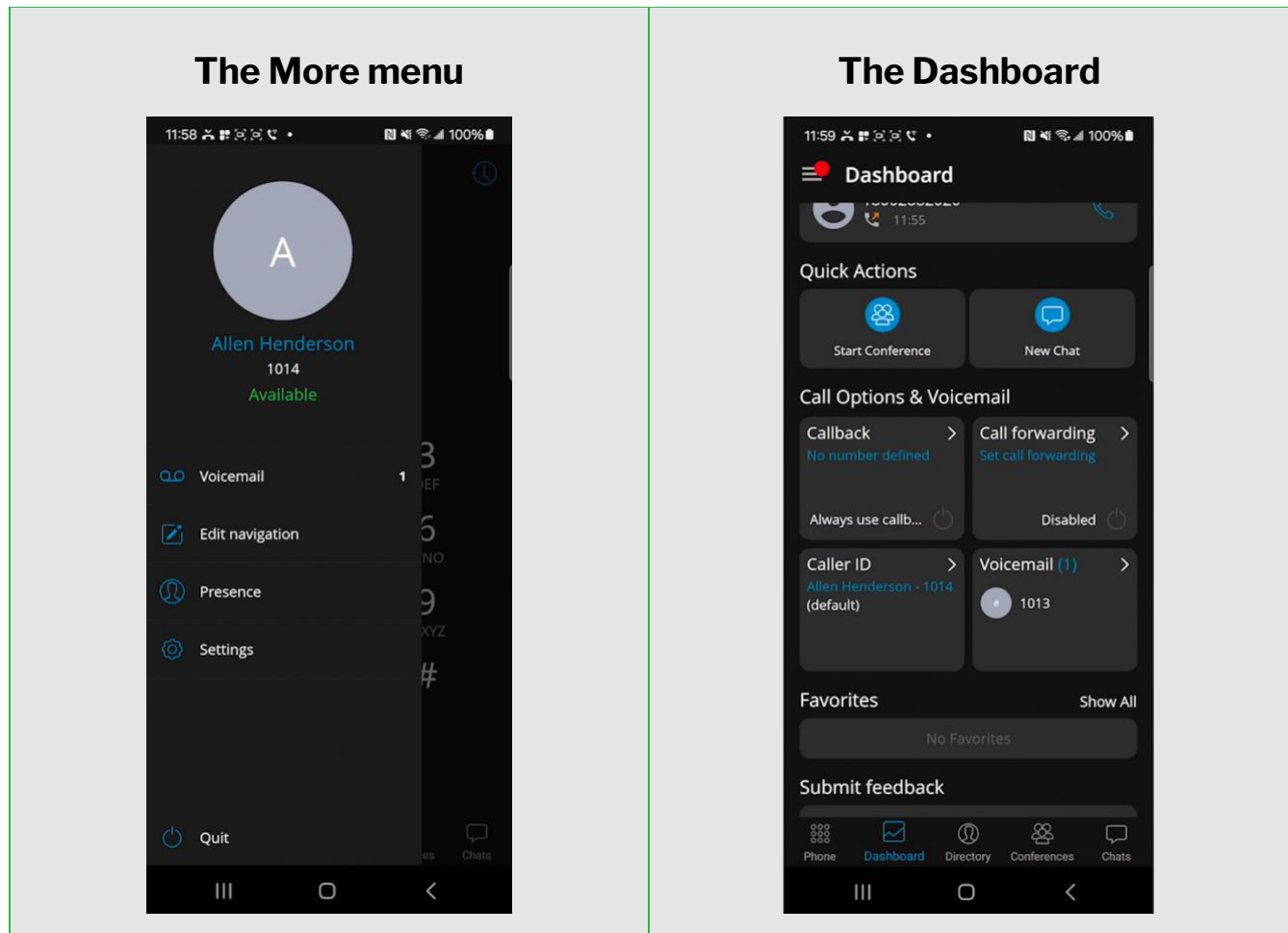
The Voicemail Menu in Communicator/gloCOM GO for iOS

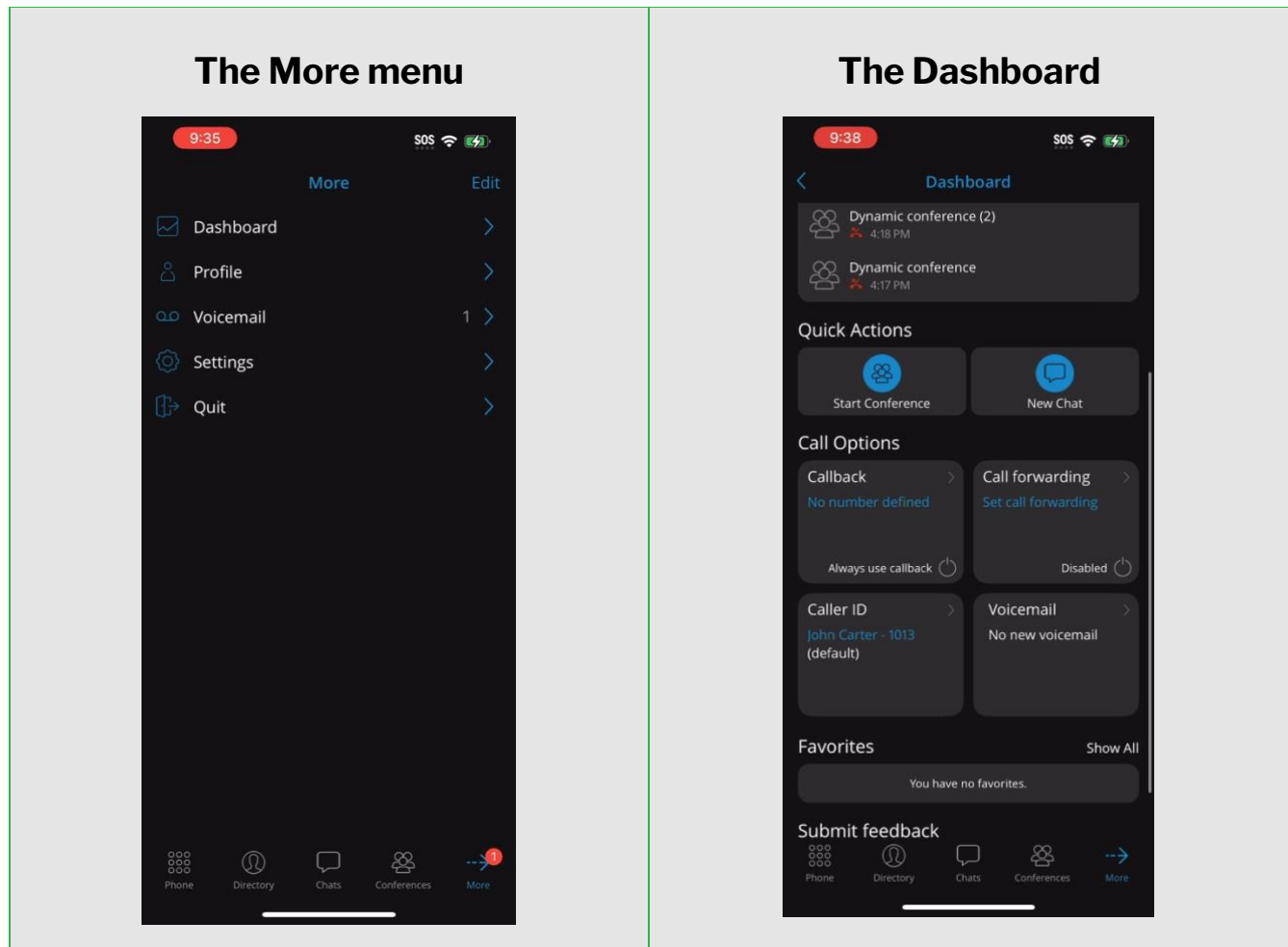You can access the **Voicemail menu** from the **More tab** at the bottom of the screen. You can also see your latest voicemails at a glance **from your Dashboard,** also accessible from the More tab.

The More menu	The Dashboard

[Skip ahead to Voicemail Setup](#)

Other Access

Users have the ability to access their voicemail from other phones and devices.

Remote Access

Users can access their voicemail from another phone line, such as a home number.

Call the main phone number for your office and:

If the *Auto Attendant* answers dial * and when system announcement is heard:

- Enter your 3- or 4-digit extension number
- Follow the verbal prompts

If your call is answered by a person (*attendant*):

- Ask to be transferred to the voicemail *system*
- The attendant presses the transfer key and then dials *124 and then the transfer key again.
- When a system announcement is heard, enter your PIN.
- Follow the verbal prompts

Note: If you are wanting to access a shared general delivery mailbox, or need to access another mailbox:

- Dial *124 and wait for the system announcement
- Dial the desired extension number and press the # digit
- When it asks you for your PIN, enter the PIN for the desired extension.

Access From Another Extension

You can access your voicemail easily from another desk phone in your organization.

- Dial *124 and wait for the system announcement
- Dial your extension number and press the # digit (You will hear "Please enter your PIN")
- Follow the verbal prompts

The Self Care Portal

A user can access, listen, and visually manage messages in the Self Care Portal. This feature is enabled by HostMy Support based on the user's needs.

Using an internet browser on a computer, a user can login to the URL and credentials supplied by HostMy support. The Self Care Portal can also be accessed by clicking the **Self Care** button in the blue tool bar in Communicator/gloCOM Desktop:
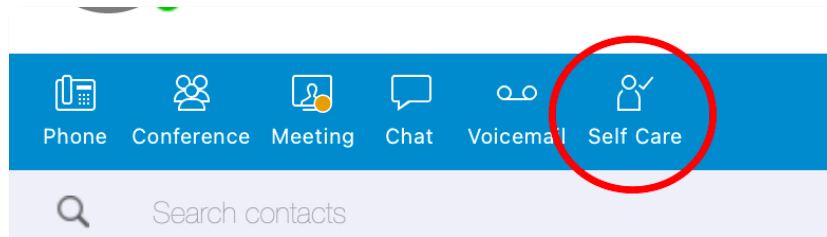
Selecting the Voicemail tab on the landing page will show controls and messages. To listen to messages, the computer must be audio enabled.
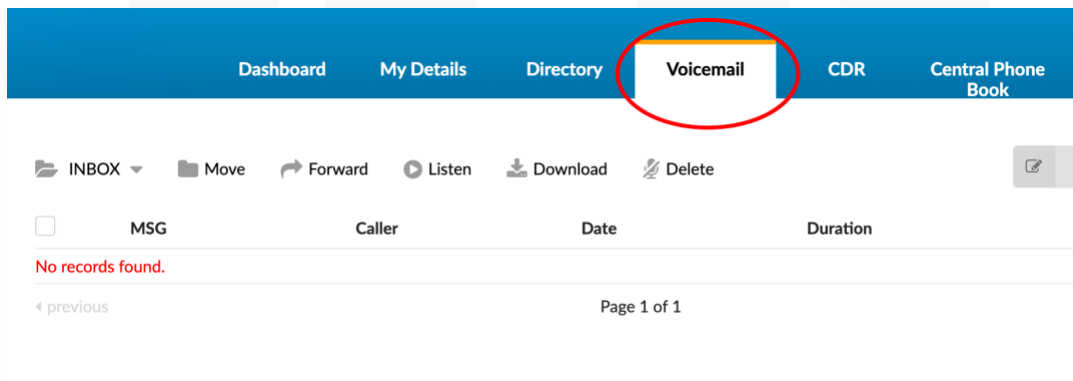
3ʳᵈ Party Softphone Access

For customers using certain supported 3rd party softphones, such as Teams, they may be configured to access the HostMyCalls voicemail service.

From the dial pad of the softphone, dial *123, then begin the call.

When you hear "Please enter your PIN," Enter your PIN, and then follow the prompts normally.

Initial Voicemail Setup

Once in your voicemail account:

Press 0 for mailbox options, then:

Press 1 to record your unavailable message.
Press 2 to record your busy (on the phone) message
Press 3 to record your name

Note: If your company has a dial by name directory, it is important to record your name, or callers may hear a letter-by-letter spelling of your name, rather than your recorded name.

Managing Voicemail Messages

These instructions are for following voice prompts within the voicemail system. You can manage your voicemail using visual menus from within the Communicator/gloCOM applications, and the Self Care Portal. Refer the Communicator/gloCOM guides for more details.

Listen/Play Your Messages

Note: A blinking red LED indicator on a desk phone will indicate you have new messages.

To listen to your voicemail messages on your phone, press the message button (with an envelope icon), then follow the instructions the voicemail system gives you.

Options are listed below:

Press 1 to listen to your new messages and then you can:
      Press 4 to play the previous message
      Press 5 to repeat the current message
      Press 6 to play the next message
      Press 7 to delete the current message
      Press 8 to forward the current message
      Press 9 to save the current message
      Press # to move forward 3 seconds in the current message
      Press * to rewind 3 seconds in the current message
      Press 2 to change folders" (i.e., access saved messages) then follow the prompts

When you are finished listening to or managing your messages, just hang up.

Note: If enabled, you can have your voicemail messages sent to your email as an attachment. The file can be played on devices supporting .wav files. Deleting them from your email will not delete them from your voicemail account or cancel message notification on your endpoints.

Transferring a Call to Voicemail

You may transfer a call directly to another user's voicemail. The user must be in your organization, using the same phone system.

While on a call:

- Press transfer
- Dial *77 plus the user's extension number
- Press transfer again

Note: Use a 4-digit extension number. For services using 3-digit extensions, dial a 0 plus the destination extension number.

For example, extension 123 would become 0123.

Voicemail Menu Option Tables

Below are tables showing the various voice menu options in the voicemail system.

Main Menu		
Main Menu		
1	**New Messages**	Listen to new messages. *While listening to a message, press * to rewind in 2 sec increments or # to fast forward in 4 sec increments.*
2	**Change Folders**	Listen to messages saved in the New, Old, Work, Family, or Friends folders.
3	**Advanced Options**	Leave a voice message for another internal extension.
0	**Mailbox Options**	Manage greetings and voicemail password.
*	**Help**	Repeat main menu options.
#	**Exit**	Exit voicemail system.

Message Options

Main Menu > Message Options

3	Advanced Options	Leave a voice message reply (internal extensions only), hear message details, or leave a voice message for another internal extension.
5	Repeat Message	Replay message.
6	Next Message	Go to the next message.
7	Delete Message	Remove message permanently.
8	Forward Message	Forward message to another internal extension.
9	Save Message	Save message to a different folder (New, Old, Work, Family, Friends).
*	Help	Repeat message options.
#	Exit	Exit voicemail system.

Advanced Options

Main Menu > Message Options > Advanced Options

1	Send Reply	Leave a voice message for the internal extension that left the voicemail.
3	Hear Message Details	Hear message timestamp and caller id information.
5	Leave Message	Leave a voice message for another internal extension.
*	Return to Message Options	Go back to message options.

Undelete	
Main Menu > Message Options > Undelete	
7 **Undelete Message**	Confirm message deletion.

Forward Options	
Main Menu > Message Options > Forward Options	
1 **Prepend Message**	Add a voice message to the beginning of the forwarded message.
2 **Forward w/out Prepending**	Forward without adding a voice message.
***** **Return to Main Menu**	Go back to the main menu.

Save Options

Main Menu > Message Options > Save Options

0	**Save to New Messages**	Save message in the New folder.
1	**Save to Old Messages**	Save message in the Old folder.
2	**Save to Work Messages**	Save message in the Work folder.
3	**Save to Family Messages**	Save message in the Family folder.
4	**Save to Friends Messages**	Save message in the Friends folder.
#	**Cancel**	Cancel save and go back to message options.

Folder Selection

Main Menu > Folder Selection

0	**New Messages**	Listen to new messages.
1	**Old Messages**	Listen to undeleted messages or those saved in the Old folder.
2	**Work Messages**	Listen to messages saved in the Work folder.
3	**Family Messages**	Listen to messages saved in the Family folder.
4	**Friends Messages**	Listen to messages saved in the Friends folder.
#	**Cancel**	Go back to the main menu.

Advanced Options	
Main Menu > Advanced Options	
5	**Leave Message**	Leave a voice message for another internal extension.
*****	**Return to Main Menu**	Go back to the main menu.

Press # After Recording	
Main Menu > Advanced Options > Press # After Recording	
1	**Accept Recording**	Send the message to the designated internal extension.
2	**Listen to Recording**	Listen to the recording.
3	**Re-record Message**	Erase recording and re-record.
4	**Mark/Unmark as Urgent**	Mark/Unmark message as urgent. *Message is played first and URGENT is added to subject line if email notifications are enabled.*
0	**Reach Operator**	Speak with operator (must be enabled on the recipient's line).

Press # After Recording

Main Menu > Advanced Options > Press # After Recording

2	Change Folders	Listen to messages saved in the New, Old, Work, Family, or Friends folders.
3	Advanced Options	Leave voice message for another internal extension.
0	Mailbox Options	Manage greetings and voicemail password.
*	Help	Repeat options.
#	Exit	Exit voicemail system.

Mailbox Options

Main Menu > Mailbox Options

1	Record Unavailable Message	Record default mailbox greeting.
2	Record Busy Message	Record secondary greeting (configured for use in a dial plan).
3	Record Name	Record your name as a mailbox greeting.
4	Record Temporary Message	Record temporary message (overrides all greetings until deleted).
5	Change Password	Change mailbox password
*	Return to Main Menu	Return to main menu.

Press # After Recording

Main Menu > Mailbox Options > Press # After Recording

1	Accept Recording	Save recording.
2	Listen to Recording	Listen to recording.
3	Re-record Message	Erase recording and re-record.

Manage Temporary Message

Main Menu > Mailbox Options > Manage Temporary Message

1	Record Temporary Message	Record temporary greeting.
2	Delete Temporary Message	Remove temporary greeting permanently and restore previous greeting.

This is the end of HostMy's Voicemail User Guide.

Additional Guides

You can access other user guides, including video tutorials, here:
https://www.hostmy.com/user-guides

HostMy Support

HostMy support is available if you need help. HostMy is able to reset your voicemail PIN, or unlock your voicemail if it has been locked because of too many failed login attempts.

Visit hostmy.com/get-support or call us at 800.434.9608 for assistance.