Voicemail Quick Reference Guide

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Voicemail Access

Personal Voicemail (VM) access from primary device: *86 or by selecting the voicemail key on your phone.

System VM access: *87 allows you to access any voicemail box on the Synkato system after entering the desired extension number (e.g., After-Hours voicemails).

To reach VM externally: From any phone, dial your extension either directly or via the company directory (if configured) and press *. Enter your PIN to access your voicemail box.

Via DID: Dial DID number and press * once voicemail audio plays.

Access VM from the Synkato UI:

- Desktop: Select Voicemail from the User Panel to listen to and manage messages.
- Mobile: Open a web browser and navigate to your Synkato instance. Log in and access Voicemail from the User Panel.

Keypad Quick Reference

Mailbox Options: Press 0

Record voicemail features from the following options:

Key Press	Greeting Name	Description

1	Unavailable	Played when a call to the extension is not picked up. Record unavailable greeting at the tone and press #. Press 1 to confirm greeting.
2	Busy	Played when already on a call. Record busy greeting at the tone and press #. Press 1 to confirm greeting.
3	Record Name	Used in the company directory. Record name at the tone and press #. Press 1 to confirm recorded name.
4	Temporary Greeting	This greeting overrides both the unavailable and busy messages when enabled. Record greeting at the tone and press # to complete. Press 1 to confirm temporary greeting. This greeting is most often used for extended period of leave (Vacation, Maternity Leave, etc.).
5	Change PIN	Enter new password followed by #. Enter password again and press #. A confirmation message plays when password is successfully changed. You can also change your PIN from the Synkato Voicemail dashboard.
*		Return to main menu.

Listen to Messages: Press 1

Listen to and manage voicemail messages from the following options:

1 – Play new messages

In message options:

Key Press	Description
0	Pause message; press any key to resume
2	Skip back to beginning of message
3	Advanced Options (not available for all users)
#	Fast forward 3 seconds
*	Rewind 3 seconds

End of message options:

Key Press	Description
5	Repeat
6	Next message or skip current message
7	Delete
8	Forward to another extension
9	Save (see options in table below)
*	Reply
#	Exit Voicemail

Move messages to a Synkato folder from the following options:

Key Press	Description
0	New
1	Old
2	Work
3	Family
4	Friends
#	Cancel

Advanced Options: Press 3

Additional message features:

Key Press	Description
1	Record a reply voicemail to the caller (also on Synkato)
3	Play message envelope (date and time stamp)
*	Return to main menu