

## HostMyCalls Voicemail User Guide

If you have a phone on our PBX service and you have a voicemail account activated on that extension, this guide will help you understand and use the features that are available. You will need to know your voicemail PIN but if you don't, contact your system administrator or [HostMyCalls Support](#) for assistance.

Click on items below to learn more about your voicemail.



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#### Voicemail can be accessed from

[A Desk Phone](#)

[gloCOM Desktop, gloCOM Web or gloCOM GO Mobile app](#)

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#### Voicemail Functions and Options

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Voicemail	
Voicemail:	*123
General Voicemail:	*124
Voicemail Transfer:	*77

*HostMyCalls System Dial Codes*

### Access using a Desk Phone

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

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 symbol shown in the example to the right.

You will be asked for your PIN. Your default PIN is your extension number if you have a 4-digit extension number. If you have a 3-digit extension it is 0 plus your extension number.

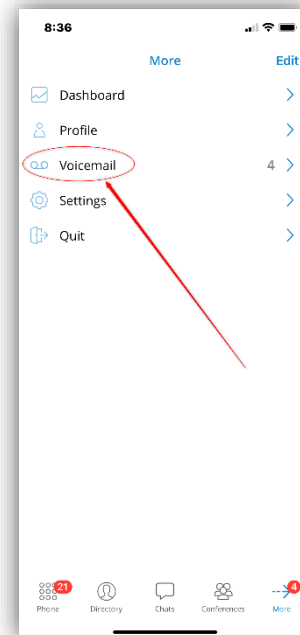
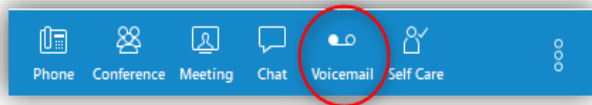


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### Access if using gloCOM desktop or gloCOM GO mobile app

Using the gloCOM desktop, gloCOM Web or gloCOM GO mobile app, dial \*123 for your initial voicemail setup. You will then be asked to enter your PIN. Your default PIN is your extension number if you have a 4-digit extension number. If you have a 3-digit extension it is 0 plus your extension number.

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.



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### Access your voicemail account from outside the office

Call the main phone number for your office and –

1. If the *Auto Attendant* answers dial \* (*system announcement is heard*)

Enter your 3- or 4-digit extension number (your default PIN is your extension number if you have a 4-digit extension number or if you have a 3-digit extension it is 0 plus your extension number)

Follow the verbal prompts

*See Note below*

Or

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

Ask to be transferred to the *voicemail system*

They (*attendant*) press the *Transfer key* and then dials \*124 and then the *Transfer key* again.

(*System announcement is heard*)

Enter your 3- or 4-digit extension number (your default PIN is your extension number if you have a 4-digit extension number or if you have a 3-digit extension it is 0 plus your extension number)

Follow the verbal prompts

**Note** - If you are wanting to access a *shared general delivery mailbox* or need to access another *extension's VM*:

Dial \*124 (*system announcement is heard*)

Dial the desired *extension number* and press the # digit

When it asks you for your PIN, enter the PIN for the desired *extension number*.

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### Access your voicemail account from another extension

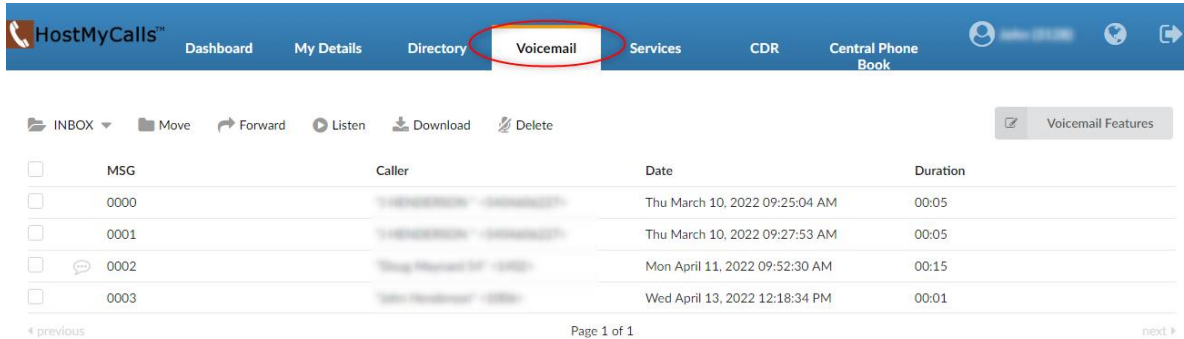
Dial \*124 (*system announcement is heard*)

Dial your *extension number* and press the # digit (You will hear "Please enter your PIN")

Follow the verbal prompt (your default PIN is your extension number if you have a 4-digit extension number or if you have a 3-digit extension it is 0 plus your extension number)

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## The HostMyCalls Self Care User Portal



The screenshot shows the HostMyCalls Self Care User Portal interface. The navigation menu at the top includes Dashboard, My Details, Directory, Voicemail (highlighted with a red circle), Services, CDR, and Central Phone Book. Below the navigation menu, there are action buttons: INBOX, Move, Forward, Listen, Download, and Delete. A Voicemail Features button is also visible. The main content area displays a table of voicemail messages with columns for MSG, Caller, Date, and Duration. The messages listed are:

MSG	Caller	Date	Duration
0000	[Redacted]	Thu March 10, 2022 09:25:04 AM	00:05
0001	[Redacted]	Thu March 10, 2022 09:27:53 AM	00:05
0002	[Redacted]	Mon April 11, 2022 09:52:30 AM	00:15
0003	[Redacted]	Wed April 13, 2022 12:18:34 PM	00:01

At the bottom of the page, there are navigation links for "previous" and "next", and a page indicator "Page 1 of 1".

A user can access, listen, and visually manage messages in the *HostMyCalls Self Care Portal*. This feature is enabled by *HostMyCalls Support* based on the user's needs. They provide the user with the URL and their login credentials.

Using an internet browser on a computer, a user can login to the provided URL with the assigned credentials.

Selecting the *Voicemail* tab on the landing page will show controls and messages. To listen to messages, the computer must be audio enabled.

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### Access via 3rd party Softphone (such as Teams)

This pertains to customers using certain supported 3<sup>rd</sup> party softphones and configured to access the HostMyCalls Voicemail service.

From the dialpad of the softphone, dial **\*123**, then enter or send (when you hear "Please enter your PIN")

Enter your PIN (Your default PIN is your extension number if you have a 4-digit extension number. If you have a 3-digit extension it is 0 plus your extension number.)

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### Voicemail Initial Set-up

*Once in your voicemail account:*

Press **0** for mailbox options. Next:

Press **1** to record your unavailable message.

Press **2** to record your busy (on the phone) message

Press **3** to record your name.

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

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## Listen/Play Your Messages

Note - If you have “new voicemail messages”, a blinking red LED indicator on a desk phone is active. Other endpoints, such as gloCOM, will provide a “New Message” indication shown as a blinking voicemail icon.

To listen to your voicemail messages on your phone, press the “**Message**” button or follow the directions for other endpoints to access your voicemail account.

Then simply 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., listen to your old messages) then follow the prompts

When you are finished listening to and managing (save, delete, forward, etc.) your messages, just hang up. The “new voicemail message” indicator will go off when all new messages have been acknowledged.

### 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 nor cancel message notification on your endpoints. The reverse is also true, deleting them from your endpoints will not delete them from your email.

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## Transfer a Call Directly to Another User’s Voicemail

While on a call, you can *transfer* the caller directly to another user's voicemail.

Press *transfer*, dial **\*77** plus the user’s extension number, then press *transfer* again.

**Note** – Use a 4-digit **extension number**. For HostMyCalls service using 3-digit extensions, dial a **0** plus the destination **extension number**.

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## VoiceMail Menu Descriptions

Other voicemail features and options can be understood from the table shown below

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

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

## Advanced Options

Main Menu > Message Options > Advanced Options

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

## Undelete

Main Menu > Message Options > Undelete

7	<b>Undelete Message</b>	Confirm message deletion.
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## Forward Options

Main Menu > Message Options > Forward Options

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

## Save Options

Main Menu > Message Options > Save Options

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

## Folder Selection

### Main Menu > Folder Selection

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

## Advanced Options

### Main Menu > Advanced Options

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

## Press # After Recording

### Main Menu > Advanced Options > Press # After Recording

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



## Press # After Recording

### Main Menu > Advanced Options > Press # After Recording

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

## Mailbox Options

### Main Menu > Mailbox Options

<b>1</b>	<b>Record Unavailable Message</b>	Record default mailbox greeting.
<b>2</b>	<b>Record Busy Message</b>	Record secondary greeting (configured for use in a dial plan).
<b>3</b>	<b>Record Name</b>	Record your name as a mailbox greeting.
<b>4</b>	<b>Record Temporary Message</b>	Record temporary message (overrides all greetings until deleted).
<b>5</b>	<b>Change Password</b>	Change mailbox password (default 0000).
<b>*</b>	<b>Return to Main Menu</b>	Return to main menu.

## Press # After Recording

### Main Menu > Mailbox Options > Press # After Recording

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

## Manage Temporary Message

### Main Menu > Mailbox Options > Manage Temporary Message

<b>1</b>	<b>Record Temporary Message</b>	Record temporary greeting.
<b>2</b>	<b>Delete Temporary Message</b>	Remove temporary greeting permanently and restore previous greeting.