Voicemail
Quick reference guide

8x8

Voicemail access

From your extension **555**

From another extension **500**

Main menu ✱

Review messages ①

Review messages
New messages	1
Old messages	2
Group messages	3
Main menu	✱

Review messages - 1 or 2
Replay	1
Next/Save	2
Delete	3
More options	0
Previous menu	✱

More options - 0
Message info	1
– External or internal	
– Priority type	
– From caller ID or extension	
– Timestamp	
Forward to ext.	2
Call back	3
Previous menu	✱

Group messages - 3
Select group	#
Previous menu	✱

Change greeting ✱ ②

Record greeting
First/Last name	1
Internal	2
External	3
After hours	4
Lunch time	5
Meeting	6
Weekend	7
Vacation	8
Exit voicemail	9
Main menu	✱

Change greeting - 2
Review	1
Record	2
Delete	3
Exit voicemail	9
Previous menu	✱

Change user preferences ✱ ③

Change user pref.
Password	1
Call waiting	3
Busy handling, Ring no answer handling, Internet outage routing	4
Email notification	6
Exit voicemail	9
Main menu	0

Change user pref. - 4
Busy handling	1
Ring no answer handling	2
Internet service outage routing	3
Previous menu	✱

Change forwarding rule ✱ ④

Change forwarding rule
Listen to rule	1
Set current call as forwarding rule *†	2
Set rule	3
Delete rule	4
Exit voicemail	9
Main menu	✱

* Takes the number from the Caller ID you are dialing in on and immediately sets it as your call forwarding number.

† Supports phone numbers from within your company phone system only. External numbers are not supported.

Set a specific greeting ✱ ⑤

Set a specific greeting
Business hours	1
After hours	2
Lunch time	3
Meeting	4
Weekend	5
Vacation	6
Greeting in use	0
Exit voicemail	9
Main menu	✱

Misc. options

Announce only mode on/off	✱ 6
Exit voicemail	✱ 9

You must have a voicemail password to access these options. For help with this, go to https://support.8x8.com/node/472.