




Setting Up  
and Using  
Voicemail



## SET UP YOUR VOICEMAIL

1. Press the  key on your phone.
2. Enter the temporary passcode of 1234.
3. Follow the voice prompts to set up your mailbox and change your passcode.

*NOTE: Please choose a secure passcode, one that is very difficult to guess.*

## SET UP VOICEMAIL PREFERENCES

1. Login to the OfficeSuite website.  
<http://officesuite.broadviewnet.com>
2. Select "My Voicemail".

From here you can set up preferences for:

- Voicemail to email and Text (SMS)
- Your Phone's Message Waiting Indicator
- When a caller dials 0 from voicemail
- Your time zone
- Your voicemail PIN

*NOTE: If you opt to have your voicemail messages emailed to you as attachments, then select "DELETE the copy on the voicemail system."*


Remember to

## LISTENING SHORTCUTS

- |                                  |        |                                  |                     |
|----------------------------------|--------|----------------------------------|---------------------|
| <input type="button" value="1"/> | Replay | <input type="button" value="6"/> | Message Information |
| <input type="button" value="2"/> | Save   | <input type="button" value="#"/> | Message Menu        |
| <input type="button" value="3"/> | Delete | <input type="button" value="0"/> | Help                |


## LISTEN TO MESSAGES

### From Your Desk Phone

Press the  key and follow the prompts.

### From Any Browser

Login to the OfficeSuite Voicemail website.  
<http://voicemail.broadviewnet.com>

 Listen, sort, delete, save and forward voicemail messages using this website.

### From Any Phone Outside Your Office

1. Call your own phone number
2. During your voicemail greeting press \* and follow the prompts.


### From Email and via Text

1. Login to the OfficeSuite website.  
<http://officesuite.broadviewnet.com>
2. Select My Voicemail.

### Voicemail As Attachments in Email

Send a copy of the Voice Mail as an email attachment to this email address:

and  the copy on the Voice Mail system.

 You can send to multiple email accounts by simply putting a space between addresses

### Voicemail As Text or Email Notifications

Send a notification to this email address:

