

Know which Voice Mail system



From an Office 5370 Desk-phone (recommended)

With a working personal Voice Mail



New ASTRA 400, later AASTRA, ascom IntelliGate systems

With Standard Voice Mail (EVM) or Enterprise Voice Mail (EVM)

With the Handset Down

Making sure the time and date is shown in the display (press the  if not)

Press the silver Foxkey (the long silver bar) under the text **[Menu]** in the display

You will see **[Voice Mail]** as a menu option

Press the  to finish

If personal Voice Mail is used and the above is not true then

From the same extension

Dial **500** (or other access code) or press a key labelled 'Voce Mail', 'Mail Box' or similar

You should hear system voice prompts e.g. "You have no new messages"

If this is the case you have an old AVS system which we no longer support
Please contact your system administrator.