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Updated Mailbox User Guide - 11/2020 v.20.3.15



You can access your messages via the EnVoip web portal (<https://portal.envoi.com>) if you have an account or from your telephone. This page documents the new voicemail menus.

To access your messages via telephone

1. Dial the voicemail access feature code *1. If your telephone forwards to a mailbox you will be logged in automatically. If not, you will be asked for a mailbox and password. Alternatively, dial *2 if accessing a cloud mailbox, and you will always be asked for a mailbox and password.
2. If you have any urgent messages, you will start in the urgent folder. If not, you will start in the inbox folder.
3. Follow the prompts to navigate the menus.

Menu structure

- 1: Move to the first message in this folder
- 2: Change folder
- 3: Play message envelope
- 4: Move to the previous message
- 5: Repeat the current message
- 6: Move to the next message
- 7: Delete the current message
- 8: Move or copy the current message to a different folder
- 9: Forward the current message to another mailbox or mailboxes
- 0: Mailbox options
 - 1: Record the unavailable greeting
 - 2: Record the busy greeting
 - 3: Record the temporary greeting
 - 4: Record the name
 - 5: Change PIN
 - *: Return to the main menu

Record greeting or name menu

- 1: Record/re-record the greeting or name
- 2: Listen to the existing greeting or name
- 3: Delete the existing greeting or name
- 4: Activate/deactivate the existing greeting (temporary greeting only)
- *: Return to the previous menu

Recording the temporary greeting automatically activates it.