Accessing Your Mailbox on the New Phone System

This article outlines how to access you voicemail messages on the new phone system

Note: You WILL NOT be able to access your mailbox until you complete the mailbox setup tutorial here

All of your voice messages will reside in your personal "mailbox", which is passcode protected. Your System Administrator will assign you a temporary passcode to use the first time you access your mailbox. How you log into your mailbox will depend on whether you're calling from inside or outside of Dundalk IT.

Inside Dundalk IT

From your own extension

1. Dial the internal Voice access number 8800, or press the voicemail button on your handset.
2. Enter your passcode when prompted.

From another extension

1. Dial the internal Voice access number, 8800, or press the voicemail button on your handset.
2. Press the star key (*) when prompted to enter a passcode key.
3. Enter your mailbox number followed by the start key (*)
4. Enter your passcode when prompted.

Outside Dundalk IT

From an outside line

1. Dial the external Voice access number 042-9370398.
2. Enter your mailbox number followed by the star key (*)
3. Enter your passcode when prompted.