

Crosswind VoIP Voicemail Setup

Version 2.3

Setup Video: <https://crosswindsupport.com/crosswind-voicemail/>

Access Voicemail Internally

From Your Phone

1. On your phone, press the voicemail button “**VMSG**” or the “**Message**” button, or dial *97.
2. Enter your 4-6-digit password. If this is the first time you are logging in, there is no password.
3. Follow the prompts. The first time you access your mailbox the system will walk you through setting a password, your greeting, setting your name, etc.

From Any Other Internal Phone

1. On the phone, dial *96.
2. Enter your mailbox (Your extension number).
3. Enter your 4-6-digit password.
4. Follow the prompts.

Access Voicemail Externally

Dial your **personal DID**, if you have one, or call the **main number**. When you hear the greeting, press the * key and then enter your extension and password.

<p>Voice Mail Features:</p> <ul style="list-style-type: none"> • Pause Message: Dial 1 • Rewind Message: Dial 2 • Fast Forward Message: Dial 3 • Forward Message: Dial 4 • Skip Message: Dial 5 • Delete Message: Dial 7 • Save Message: Dial 9 • Go back one step: Dial * 	<p>Mail Box Administration:</p> <ul style="list-style-type: none"> • Press Voice Mail Key • Enter Password • Dial 6 for Administration • Dial 4 for Mail Box Settings • Press 1 for auto play of message • Press 2 to enable MSG. Time stamp • Press 3 to enable Caller ID.
<p>Remote Enable / Disable Call Fwd:</p> <ol style="list-style-type: none"> 1. Dial Private Number / Main Number AA / Transfer to your extension’s VM Box 2. Press * key when Voice mail answers 3. Dial mail box number 4. Enter password 5. Dial 7 for extension management 6. Dial 2 for call forwarding 7. Follow the prompts 	<p>Remote Enable / Disable Call Pairing:</p> <ol style="list-style-type: none"> 1. Dial Private Number / Main Number AA / Transfer to your extension’s VM Box 2. Press the * key when Voice mail answers 3. Dial Mail Box Number 4. Enter Password 5. Dial 7 for extension management 6. Dial 1 for call pairing 7. Listen to prompts
<p>Access and Record Greetings and General VM:</p> <ol style="list-style-type: none"> 1. From one of the phones, Dial *96. 2. If Enter mailbox number 3. Enter the 4-6 digit password for that mailbox 	

4. Follow the prompts