

Fast-Air VOIP Feature Codes

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Voicemail

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Accessing your voice mail can be accomplished by one of two different ways

1. From your phone dial *55, enter your password and follow the prompts below
2. Dial into the system

Residential or Single Line Business customers: dialing your phone number, once the recording message plays hit *, wait for the password prompt and enter your password and follow the prompts below

Multiple Line Business customers: dialing into the company, once the IVR greeting starts hit *, the system will prompt you for the extension and password. Once entered follow the prompts below.

Options may vary slightly if there are no new voice mails

Press **1** to listen to new messages

Press **3** Advanced option

- Press **1** Send a reply (ext. only)
- Press **3** Message Envelope
- Press **5** Leave message (on system only)
- Press * Return main menu

Press **5** Repeat message

Press **6** to go to the next message

Press **7** to delete / undelete message

Press **8** to forward message to another user

Press **9** to save message

Press * for help

Press # to return to main menu

While playing a voice message ONLY

Press * backs up 3 seconds

Press **0** pauses message

Press # forward 3 seconds

Press 2 change folders (new - old - work etc.)

- Press **0** for "new" messages
- Press **1** for "old" messages
- Press **2** for "work" messages
- Press **3** for "family" messages
- Press **4** for "friend" messages
- Press # to cancel (return to main menu)

Press 3 Advanced options

Press **5** leave message for user on the system

Press * return to the main menu

Press 0 Main Box options

- Press **1** Record Unavailable Message
- Press **2** Busy Message
- Press **3** Your Name