Setting Up Your Voicemail on your Bethel Polycom Phone

Summary

This article is for setting up your voicemail on your Bethel Polycom phone if you have never accessed or set up your voicemail greeting on your Bethel Polycom phone.

Logging in (first time only)

Upon logging into your voicemail, you will be requested to change the default password.

1. Press the **mail envelope** button or by pressing ***86** on the keypad.
2. You will be asked to enter your password and then press the **#** key. The default password is **258369**.
3. Once logged in you will be asked to change your password. There are a number of password requirements that the system needs to be met before it will accept your new password:
    a. Must be at least 6 digits, but no more than 8.
    b. Cannot be the last passcode.
    c. Cannot be repeating patterns (example: 121212)
    d. Cannot be the user's own extension or phone number.
    e. Cannot be the user's own extension or phone number reversed/backwards.
    f. Cannot contain 3 or more repeated digits.
    g. Cannot contain more than 3 sequentially ascending digits or 3 sequentially descending digits (example: 123 or 321)
4. Enter a new password and then press the **#** key.
5. Enter your new password again followed by the **#** key.
6. You will then be asked to record the name for the mailbox. State your name when prompted and if you are happy with the name, press the **#** key. If you would like to record a different name press the * key.
7. You will then be given additional options such as listening to messages, recording a VM greeting, etc.
8. Once completed you can hang up your phone. Future logins will use your new password.

Accessing your Voicemail

You can access your voicemail inbox from your desk phone by pressing the **mail envelope** button or by dialing ***86**. You can also access your voicemail inbox from any phone by dialing your direct number and waiting for the voicemail greeting. Once you hear your greeting press the * key followed by your voicemail password and the **#** key.

Resetting your Voicemail Password

If you do not know your voicemail password, forget your password, or your voicemail inbox will not log you in using the current password, please email the ITS Help Desk at helpdesk@bethel.edu. Your ticket will be forwarded to our Network Services team, who will reset your password in the system and email you with the temporary password to use before setting a new password yourself.