

How to Set Up Your Voicemail:

Press the **[MESSAGES]** button on your telephone

Enter the passcode **[135246#]**

You will be prompted to **[record your name]**

You will be prompted to **[enter a new greeting]** (optional)

You will be prompted to replace the temporary password **[135246#]** with a new password

Follow the prompts until the system indicates you have completed this process

Need technology assistance?



Houston ISD Service Desk

Phone: 713-892-SERV (7378)

<https://servicedesk.houstonisd.org>

Note: The only way to reset your voicemail pin is by contacting the Service Desk



Accessing Your Voicemail

Option 1: Access your Voicemail from your phone by pressing the message button on your VoIP phone. Enter your PIN and press #.



Option 2: If you are calling from another VoIP phone within HISD Press Message button and then *, When prompted “enter your ID” which is your phone extension and then press # Enter your PIN and press #.

Option 3: If calling from an outside line; Dial 7135569690 from any outside phone, press *, When prompted “enter your ID” dial your extension and press #; Enter your PIN and press #.

Voicemail Main Menu

Key(s)	Task
1	New messages will auto play
2	Send a message
3	Review old messages
4	Setup Options
*	Exit to Voicemail System
0	For Voicemail System Help

New Message Prompts:

Key(s)	Task
1	Repeat
2	Save
3	Delete
4	Reply
5	Forward
6	Mark as new
7	Skip back
9	Properties
*	Cancel
0	Help

Review Old Message Prompts:

Saved Messages:

Key(s)	Task
1	Repeat
2	Save
3	Delete
4	Reply
5	Forward
6	Mark as new
7	Skip back
9	Properties
*	Cancel
0	Help

Deleted Messages:

Key(s)	Task
1	Repeat
2	Restore as saved
3	Erase
4	Reply
5	Forward
6	Restore as new
7	Skip back
9	Properties
*	Cancel
0	Help

To Delete Permanently:

Key	Task
Press 3 then 1	Delete Permanently
Press 3 then 2	To Cancel Deletion

Voicemail Setup Options

Key(s)	Task
1	Rerecord your greetings
2	Message Setting
3	Preferences
4	Transfer Setting
0	For Voicemail System Help
*	Exit to Voicemail System

Message Settings:

Key	Task
1	Change your notification
3	Menu Style
4	Private List
0	Help
*	Exit

Preferences:

Key	Task
1	Change Pin
2	Recorded name
3	Directory Listing
0	Help
*	Exit

Transfer Settings:

Key	Task
1	Change Standard Transfer Rule
2	Change Alternate Transfer Rule
3	Change Close Transfer Rule
0	Help
*	Exit