



☎ PTS Voicemail Cheat Sheet

1. Accessing Voicemail

From your PTS line: Dial *97

From another extension: Dial *98 and enter the mailbox number

From outside phone: Call your DID → press * during greeting → enter mailbox + PIN

2. Default Mailbox Info

Mailbox Number: Your SIP/IAX user (or assigned DID mailbox)

Default PIN: 1234 (change this immediately)

3. Main Menu Options

1 → Listen to new messages

2 → Change folders (Old / Saved / New)

3 → Advanced options

0 → Mailbox options (setup greeting, change password)

* → Return to main menu

→ Skip or confirm

4. Message Playback Controls

1 → Skip backward 5s

2 → Pause/Resume

3 → Skip forward 5s

4 → Go back to beginning

5 → Repeat current message

6 → Play next message

7 → Delete message

9 → Save message

5. Mailbox Options (Press 0)

1 → Record unavailable greeting

2 → Record busy greeting

3 → Record your name

4 → Record temporary greeting (overrides others)

5 → Change password

6. Web Portal

Login → DID Numbers > Manage DID(s) > Voicemail

Configure email delivery, voicemail to email, WAV/MP3 attach, delete after email

7. Quick Tips

Press * to skip your greeting when calling in

Enable 'Delete voicemail after email' for email-only storage

Reset forgotten PIN via web portal (Voicemail settings)