Voicemail Setup for Polycom phones

When you first press [✉] or [oo] (messages button) it will ask you to create a PIN and record your name.

The PIN is only used if you check your voicemail from a different phone. Below is a list of the passcode rules –

- Passcode should be at least 4 to 8 characters.
- Passcode should not be the extension or the phone number or their reversed values.
- Passcode should not contain more than 3 repeated digits.
- Passcode should not contain more than 3 sequentially ascending or descending digits.
- Passcode should not be a repeating pattern.
- Passcode should not be the current passcode or its reversed value.

Once you setup your PIN and record your name, your voicemail is ready to go.

For a more personalized greeting you will need to record a Busy greeting and a No Answer Greeting.

Callers will get a the Busy greeting when you are on the phone, or your phone is DND (Do Not Disturb).

Callers will get the No Answer greeting when you phone rings and is not answered.

Setting up the personalized greetings is as easy as 1,2,3.

Press the messages button on the phone

Press 1 to access your voicemail box.

To record the Busy greeting, Press 2 and follow the instructions.

To record the No Answer greeting, Press 3 and follow the instructions.

Your personalized greetings are now setup.

April 2020