How do I use voicemail at the GC?

This FAQ contains instructions on how to:
- Access your GC mailbox from different locations
- Change your mailbox password
- Change your greeting
- Leave messages
- CallXpress Quick Reference Guide

Accessing Your Mailbox

A. Inside the GC from your extension
   1. Dial x1699.
   2. Enter your security code.

B. Inside the GC from another ext.
   1. Dial x1699.
   2. Press * followed by #.
   3. Enter your mailbox number (extension).
   4. Enter your security code.

C. Outside of the GC (within New York)
   1. Dial (212) 817-1699.
   2. Press #.
   3. Enter your mailbox number.
   4. Enter your security code.

Changing your Mailbox Password (Quick: 3-1-4)

Note: default security code for new mailboxes is '0000'.
   1. Press the Voice Mail key or dial x1699.
   2. Enter your security code when prompted.
   3. Press '3'.
   4. Press '1' for personal options.
   5. Press '4' to enter a new security code.
   6. Enter your new security code followed by '#'.
   7. Re-enter your new security code when prompted by the voice mail system to confirm.
      You will hear the confirmation message: “Your security code has been changed.”

Changing your Greeting

Recording a new name (Quick: 3-1-5)
   1. Press the Voice Mail key or dial x1699.
   2. Enter your security code when prompted.
   3. Press '3'.
   4. Press '1' for personal options.
   5. Press '5' to record your name only.
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6. Follow the system prompts.
7. Press "*" to go back to the last menu and to exit.

Recording a new personal greeting (Quick: 3-1-3)

1. Press the Voice Mail key or dial x1699.
2. Enter your security code when prompted.
3. Press '3'.
4. Press '1' for personal options.
5. Press '3' to change the personal greeting.
6. Follow the system prompts.
7. Press "*" to go back to the last menu and to exit.

Leaving Messages

Leaving a message in someone else's mailbox from your own extension

1. Press the Voice Mail key or dial x1699.
2. Enter your security code when prompted.
3. Press '2' and enter the mailbox where you want to leave the message.
4. The system will confirm the intended recipient by announcing his or her name.
5. If the name is correct, press '2' to leave your message after the tone, otherwise press '*' to cancel and start again.
6. When you have completed your message, press '2' again.
7. Press '5' to send the message.
8. Press "*" to go back to the last menu and to exit.
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Fig. 1. Voicemail Quick Reference Map

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