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# Linksys® Phone Adapter – VOICE MAIL FAQ

## Do I need to sign-up to receive Voice Mail?

No sign-up is necessary. Currently, all Linksys® Phone Adapter have Voice Mail. You have a free Voice Mail where parties calling you can leave Voice Mail messages. You can retrieve your messages via your Linksys® Phone Adapter, online (in the member center) or remotely by phone. You can also receive automatic email notifications when you have a new message.

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## How can I access my Voice Mail using my Linksys® Phone Adapter?

Simply call your Linksys® Phone Adapter number. Enter your 4 digit PIN. Follow the prompts to listen to messages, save or delete messages, update or change your greeting and more.

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## Can I access my Voice Mail remotely?

Call your Linksys® Phone Adapter number. When you hear the Voice Mail greeting, press the \* button to interrupt the greeting, and then enter your 4 digit PIN followed by #. Follow the prompts to listen to the messages, save or delete messages, update or change your greeting and more.

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## Is there a limit to the length of message I can leave?

Yes, voice mail messages are limited to 3 minutes.

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## Is there a limit to the number of messages I can have in my Voice Mail?

Yes, each Voice Mail can hold up to 10 megabytes of information or approximately 10 minutes. If the Voice Mail capacity is exceeded you will hear “mailbox full” warning and outside callers will not be able to leave voice mail messages.

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## How will I know I have a Voice Mail message waiting?

### **New Voice Mail Message**

From you Linksys® Phone Adapter you will hear a stutter tone when you pick up your handset or receiver of the phone connected to your phone adapter.

### **Email notification**

You can choose to be notified via email every time a message is recorded. To set this up this feature, go to the Member Center, the select “My Calls” tab at the top of the screen and click on the “Voice Mail” text on the left hand side of the screen. See below: [Email Notification](#)

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## When will my calls be sent to Voice Mail?

Incoming calls that are not answered within 30 seconds or if the device is not available within 8 seconds, and if forwarding to a number that is not picked up within 25 seconds the calling party can leave a voicemail. To change your incoming call settings access the Member Center select the “My Features” tab at the top of the page or see below to change your settings with your Linksys® Phone Adapter through [Star Codes](#), see below.

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## Can I access my Voice Mail from the Internet?

Yes, you can manage your Voice Mail messages online from Member Center. Simply go to the Member Center, the select “My Calls” tab at the top of the screen and click on the “Voice Mail” text on the left hand side of the screen. On the Voice Mail page double click the message you would like to hear. You can also view envelope information, set up email notification when you receive new message, forward messages to others as an email attachment or save them to your hard drive for future reference.

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# Linksys® Phone Adapter – MANAGING YOUR VOICE MAIL

## Voice Mail Features

### Main Menu

- Press 4 to send a message
- Press 9 to access User Options
- Press \* to exit

### User Options Menu

- Press 1 for Greetings and Name Announcements
- Press 2 to modify your PIN
- Press 3 to modify your Message Playback Options
- Press 4 to modify your Notification Options
- Press \* to return to the Main Menu

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## Retrieve/Listen to Your Voice Mail Messages

- Enter your 4 digit PIN followed by #
- After announcing the number of new messages, the messages will be played
- Once played:
  - Press 1 to re-play the message
  - Press 2 to save the message
  - Press 3 to delete the message
  - Press 4 to forward the message
  - Press 6 to play the envelope information
  - Press 7 to return to the User Options Menu
  - Press \* to return to the Main Menu

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## To Send a Message

- Enter your 4 digit PIN followed by #
- Press 9 to access User Options
- Record your message after the beep, when finished press the # key for further options
  - Press 1 to review the message
  - Press 4 to re-record the message
  - Press 6 to add recipients
  - Press \* to cancel

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## Voice Mail Greeting

The Voice Mail greeting is your recorded message played to callers when they reach your Voice Mail.

### Record a Personalized Name Announcement

- Enter your 4 digit PIN followed by #
- Press 9 to access User Options
- Press 1 for Greetings and Name Announcements
- Press 2 to modify your Name Announcement
- Once recorded the system will automatically play back your recording
  - Press 1 to keep the greeting
  - Press 2 to record a new greeting
  - Press 3 to choose the default greeting
  - Press \* to exit

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### Record a New Voice Mail Greeting

- Enter your 4 digit PIN followed by #
- Press 9 to access User Options
- Press 1 for Greetings and Name Announcements
- Press 1 to modify greetings – select the greeting you would like to modify from the greeting menu
- Once recorded the system will automatically play back your recording
  - Press 1 to keep the greeting
  - Press 2 to record a new greeting
  - Press 3 to choose the default greeting
  - Press \* to exit

## Change your PIN

Your PIN is the 4 digit number you chose and entered upon sign up, this is the same number as the 4 digit PIN you use to access your account online in the Member Center.

- Enter your 4 digit PIN followed by #
- Press 9 to access User Options
- Press 2 to modify your PIN
- Enter your new PIN followed by #
- Then, re-enter your new PIN followed by #
- After successfully entering the new PIN the automated system will notify you – Your PIN was successfully changed

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## Modify Your Message Playback Options

- Enter your 4 digit PIN followed by #
- Press 9 to access User Options
- Press 3 to modify your message playback options
- Press 1 to change the order of the message playback to the most recent messages to be played first
- Press 2 to turn off the envelope information playback before each message
- Press \* to return to the User Options Menu

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## Modify Your Notification Options

- Enter your 4 digit PIN followed by #
- Press 9 to access User Options
- Press 4 to modify your notification options
- Press 1 to pause all notifications being sent
- Press \* to return to the Main Menu

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# Linksys® Phone Adapter – MANAGING YOUR VOICE MAIL ONLINE

## To Retrieve Messages Online in the Member Center

- After logging in to the Member Center, you will see the amount of New Voice Mail messages next to the envelope icon. You can either click the envelope icon or click the “My Calls” tab at the top of the screen.
- The Voice Mail page will automatically appear and be refreshed with any received messages.
  - If there are no new messages – No messages text will appear in red in your message center
  - If there are new messages – they will appear in the message center chart with the number the message is from, details, the date the message was sent and the size of the message.

*Note: If the calling parties Caller ID is blocked you will see “restricted” in the “From” column.*

## To Open/Listen to Messages Online

- From the Voice Mail page you will see your messages in the message center, click on the envelope icon in the details column of the message center chart.
- A new window will appear with the heading “Voice Mail” and number the message is from and the date of the message. Also, an audio player will appear with options to play, stop, fast forward and change the sound level. From the window you will be able to download or delete the message.

*Note: please make sure your computer is set to not block pop-up windows; voice mail will play via the computer’s default application for audio files. Make sure your computer speakers are turned on.*

- Once a message has been played, you can close the window and your message will still appear in the message center unless you chose from the window to delete the message.
- An unread message will appear in the folder with a closed envelope icon. After reading it, the message will appear with an open envelope icon.
- You can access your messages from any computer with Internet access and a web browser.

## To Delete Messages Online

- From the Voice Mail page you will see your messages in the message center.
- To delete messages, individually click the check box next to the message and then click delete or click the envelope icon to hear the message and then click the delete button in the pop-up window.

## To Save a Messages Online

- From the Voice Mail page you will see you messages in the message center.
- Click the envelope icon of the message you would like to save.
- A new window will appear, you can hear the voice mail message
- After listening to the voice mail message click the download button in the pop-up window
- A new window will appear asking you: Do you want to open or save this file?
- Click the save button from the window, a new pop-up window will appear asking you to name your file and where you would like to save the file on your computer.

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## Email Notification Online (only)

This free feature enables you to get an email notification whenever a new message has entered your Voice Mail. You can only set-up email notification in the Member Center online.

Activate Voice Mail Email Notification to direct your voice mail to send an email message each time a new voice mail message is received. Email notification can be activated or deactivated at any time online in the Member Center. Please note changes to your settings will not take effect immediately.

### To Set-up Email Notification Online

- Log in to the Member Center
- Click the Voice Mail tab at the top of the screen
- Scroll down to Email Notification
- Click on the check box to enter a green check mark in Enable Email Notification
- Enter an email address to notify
- Click the update button
- After clicking the update button you will receive text at the top of the page that says email notification updated successfully.

*Note: You can disable Email Notification at any time by following the instructions above. To disable it from your account, un-check the box next to Enable Email Notification*

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## Reset Your Voice Mail PIN Online

- Log in to the Member Center
- Click the Voice Mail tab at the top of the screen
- Scroll down to Voice Mail PIN
- In the field next to New Voice Mail PIN enter the PIN (4 digit number) you would like to set for your account
- Click the update button
- After clicking the update button you will receive text at the top of the page that says Voice Mail PIN updated successfully.

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# Star Codes Features for Linksys® Phone Adapter

Code	Function	Description
* 33 *number	Simultaneous Ring Activation	Enable your incoming calls to ring an alternate phone number simultaneously (at the same time). Dial *33 *number, then press call.
*34 *number	Simultaneous Ring Deactivation	Disable your incoming calls to ring an alternate phone number simultaneously (at the same time). Dial *34 *number, then press call.
*30 *number	Simultaneous Ring Add Number	Add an alternate phone number set to automatically ring simultaneously (at the same time). Dial *30 *number, then press call.
*31 *number	Simultaneous Ring Delete Number	Delete your alternate phone number set to automatically ring simultaneously (at the same time). Dial *31 *number, then press call.
*32	Simultaneous Ring Delete All Numbers	Delete all of your alternate phone numbers set to ring simultaneously (at the same time).
*71 *number	Call Forwarding Always Activation	Forwards all incoming calls to a different phone number. Dial *71 *number, then press call.
*72	Call Forwarding Always Deactivation	Disables call forwarding of incoming calls to a different phone number. If you deactivate this feature, the settings will be set to the original default.
*40	Call Forwarding Always To Voice Mail Activation	Set all of your incoming calls will go to the Voice Mail (except the numbers which are on the allow list).
*42 *number	Call Forwarding Always To Voice Mail Add Numbers to Allow	Add numbers to an Allow List if you have activated Call Forwarding Always and would like to allow certain numbers to ring the device and not go straight to voice mail. Dial *42 *number, then press call.
*41	Call Forwarding Always to Voice Mail Deactivation	Disables sending all incoming calls to voice mail.
*43 *number	Call Forwarding To Voice Mail Delete Numbers from Allow List	Delete numbers on the Allow List if you have activated Call Forwarding Always and would like to allow certain numbers to ring the device and not go straight to voice mail. Dial *43 *number, then press call.
*75 *number	Call Forwarding Busy Activation	Forwards incoming calls to a different phone number when your line is busy. Dial *75 *number, then press call.
*76	Call Forwarding Busy Deactivation	Disables forwarding incoming calls to a different phone number when your line is busy. If you deactivate this feature, the settings will be set to the original default.
*73 *number	Call Forwarding No Answer Activation	Forwards calls to a different phone number when you do not answer your phone after a certain number of rings. Dial *73 *number, then press call
*74	Call Forwarding No Answer Deactivation	Disables forwarding of calls to a different phone number when you do not answer your phone after a certain number of rings. If you deactivate this feature, the settings will be set to the original default.
*77 *number	Call Forwarding Unavailable Cancel Activation	Forward calls to a different phone number when your line is unavailable. Dial *77 *number, then press call.
*78	Call Forwarding Unavailable Cancel Deactivation	Disables forwarding calls to a different phone number when your line is unavailable. If you deactivate this feature, the settings will be set to the original default.
*60	Caller ID Blocking Persistent Activation	Enables caller ID blocking on all calls.
*61	Caller ID Blocking Persistent Deactivation	Disables caller ID blocking on all calls.
*62 *number	Caller ID Blocking Add Number	Enables caller ID blocking on a per phone number basis. Dial *62 *number, then press call.
*63 *number	Caller ID Blocking Delete Number	Disables caller ID blocking on a per phone number basis. Dial *63 *number, then press call.
*64	Caller ID Blocking Delete All Numbers	Delete all caller ID blocking phone numbers entered.
*44	Do Not Disturb Delete All Numbers	Delete all do not disturb phone numbers entered.
*48	Reject Anonymous Calls Activation	Reject incoming calls automatically from anonymous phone numbers.
*49	Reject Anonymous Calls Deactivation	Deactivate rejecting of incoming calls from phone numbers you do not recognize.
*69	Last Number Redial	Redials the last number dialed.
*(1-10)	Speed Dial Update	Dial the people you call most with just a push of a button instead of dialing the complete phone number. To set-up, customize and manage speed dial. Dial *1-10* number, then press call.
*0 *86	Voice Mail Access	Access the WorldGate voice mail from your phone.
*88	Instant Balance Announcement	Informs you of your current pre-paid call credit balance for all chargeable calls (international and directory assistance).