

How to Retrieve Voicemail

Location	Internal Access	External Access
Baton Rouge, Covington & Poydras Offices	<ul style="list-style-type: none"> • Confirm the message waiting indicator is on. (red light on handset or message on phone display) • Dial the Voice Mail extension: 21000 for BR and Poydras. • Or press the messages button. • Enter your password. • Retrieve your messages. 	<ul style="list-style-type: none"> • Call your direct number and press * at the greeting. • When prompted enter your 5 digit extension followed by the # sign. • Enter your password followed by the # sign. • Listen to the available options.
St. Charles Office	<ul style="list-style-type: none"> • Confirm the message waiting indicator is on. (red light on handset or message on phone display) • Dial the Voice Mail extension: 31000 for St. Charles. • Or press the messages button. • Enter your password. • Retrieve your messages. 	<ul style="list-style-type: none"> • Call your direct number and press * at the greeting. • When prompted enter your 5 digit extension followed by the # sign. • Enter your password followed by the # sign. • Listen to the available options.
Biloxi Office	<ul style="list-style-type: none"> • Confirm the message waiting indicator is on. • Press Message Button then follow prompts and enter in your password 	<ul style="list-style-type: none"> • Call your direct number and press * at the greeting. You will be prompted to enter your 4 digit extension and your password. • Enter your ID (your phones 4 digit extension then press #). • Enter your password then press #.
Lafayette Office *Nortel Norstar System	<ul style="list-style-type: none"> • Press "Feature" button then 981. • When prompted enter your password, then press #. • Listen to prompts. 	<ul style="list-style-type: none"> • Call your direct number and press ** (press asterisk twice) at the greeting. • When prompted enter your 3 digit extension and your password then press #.