How to configure and use Cisco Voicemail

GUIDE PURPOSE:
- How to configure voicemail
- How to check your voicemail

How to configure and use Voicemail:

1. **Initial setup of voice mailbox**:
   a) Press the voice mail retrieve button on deskset.
   b) At the auto attendant greeting, dial [*], your four-digit extension, and the [#] (example: [*] 3333 [#])
   c) If prompted for a PIN, you will enter 8675 (standard default,) then [#]. If the system does not recognize the default PIN, contact the UIS Service Desk for a reset.

   You will be prompted to set up a recorded name and personal greeting and change your password (PIN.) To exit, press [#].

   To create a recorded name that identified you to callers:
   a) The system states you have no recorded name. To record a name, press [1].
   b) At the tone, say your first and last name. When done, press [#].
   c) Your newly recorded name plays.
      Press [#] to keep it, or [1] to rerecord.

   To record a personal greeting:
   a) The standard greeting ("Sorry, <extension>/username> is not available") plays.   to keep this greeting, press [#].
   b) To record a new standard greeting, press [1]. Speak your greeting. When done, press [#].
   c) Your newly recorded greeting plays. To accept this greeting and continue, press [#]. To rerecord, press [1].

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Contact UIS
Call: (303) 860-4357
Email:help@cu.edu
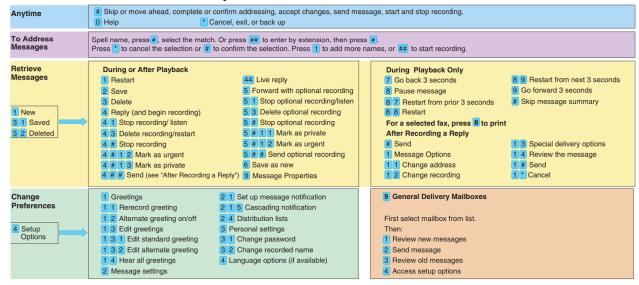
To change your password (PIN):

a) Enter your new password, which must be at least 3 digits. Press `#` when done.

b) Re-enter you new password, then press `#`.

2. **Access Cisco Voice Mail by phone:**

- **At your desk**, press the Message Retrieve button (button with envelope icon.)
  Follow the prompts. If asked to enter `*` to enter your ID (usually your extension) and press `#` . Then enter your PIN and press `#` again.

- **From another extension**, press the Message Retrieve button:
  Press `*` to enter your own ID (extension) and press `#`. Then enter your PIN and press `#` again.

- **When away from the office**, dial (303) 860-4295 **OR** your 10-digit, direct dial number:
  Press `*` to enter your own ID (extension) and press `#`. Then enter your PIN and press `#` again.

Quick Start Guide

Anytime	`#` Skip or move ahead, complete or confirm addressing, accept changes, send message, start and stop recording. `0` Help `*` Cancel, exit, or back up

To Address Messages	Spell name, press `#`, select the match. Or press `##` to enter by extension, then press `#`. Press `*` to cancel the selection or `#` to confirm the selection. Press `1` to add more names, or `##` to start recording.

Retrieve Messages

`1` New
`3` `1` Saved
`3` `2` Deleted

During or After Playback		During Playback Only	
`1` Restart	`44` Live reply	`7` Go back 3 seconds	`8` `9` Restart from next 3 seconds
`2` Save	`5` Forward with optional recording	`8` Pause message	`9` Go forward 3 seconds
`3` Delete	`5` `1` Stop optional recording/listen	`8` `7` Restart from prior 3 seconds	`#` Skip message summary
`4` Reply (and begin recording)	`5` `3` Delete optional recording	`8` `8` Restart	
`4` `1` Stop recording/ listen	`5` `#` Stop optional recording	**For a selected fax, press `8` to print**	
`4` `3` Delete recording/restart	`5` `#` `1` `1` Mark as private	**After Recording a Reply**	
`4` `#` Stop recording	`5` `#` `1` `2` Mark as urgent	`#` Send	`1` `3` Special delivery options
`4` `#` `1` `2` Mark as urgent	`5` `#` `#` Send optional recording	`1` Message Options	`1` `4` Review the message
`4` `#` `1` `3` Mark as private	`6` Save as new	`1` `1` Change address	`1` `#` Send
`4` `#` `#` Send (see "After Recording a Reply")	`9` Message Properties	`1` `2` Change recording	`1` `*` Cancel

Change Preferences

`4` Setup Options

`1` Greetings	`2` `1` Set up message notification	`9` **General Delivery Mailboxes**	
`1` `1` Rerecord greeting	`2` `1` `5` Cascading notification		
`1` `2` Alternate greeting on/off	`2` `4` Distribution lists	First select mailbox from list.	
`1` `3` Edit greetings	`3` Personal settings	Then:	
`1` `3` `1` Edit standard greeting	`3` `1` Change password	`1` Review new messages	
`1` `3` `2` Edit alternate greeting	`3` `2` Change recorded name	`2` Send message	
`1` `4` Hear all greetings	`4` Language options (if available)	`3` Review old messages	
`2` Message settings		`4` Access setup options	

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