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 on deskset**:
   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) When prompted for a PIN, you will enter your PIN, then ⚹. If you do not know your 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 ⚹.

   Initial setup of voice mailbox on Jabber Phone:
   a) Open up the Cisco Jabber application on your laptop and sign in with your credentials. (Accept any certificates that pop up)
   b) Click the voicemail button on the left-hand ribbon 📼 then click call voicemail in the top right box of the new window.
   c) At the auto attendant greeting, dial ⚹, your four-digit extension, and the ⚹ (example: ⚹ 3333 ⚹)
   d) When prompted for a PIN, you will enter your PIN, then ⚹. If you do not know your 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 ⚹.

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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 .

To change your password (PIN):

a) Enter your new password, which must be at least 6 digits with no 3 digits repeating. Press * when done.

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

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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 (extension) and press ✳ . Then enter your PIN and press ✳ again.
   - **From Cisco Jabber**, sign in Cisco Jabber and accept certificates.
     Follow the prompts. Click the voicemail button on the left-hand ribbon 📼 then click call voicemail in the top right box of the new window. If asked to enter ✳ to enter your ID (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 your 10-digit direct dial number:
     Press ✳ after voicemail recording is started 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

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

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