





Quick Guide Phone Voice Mail

Accessing your Voice Mail for the first time:

<p><i>Note: If Vvoice Mail is not set up on your phone then you will hear "Welcome to Cisco Unified Communications. From a touch tone phone..." or if your Voice Mail is setup on your phone, you will be asked for your password.</i></p>	1	<p>Press  () > Messages and follow the voice instructions. If a menu appears on your phone screen, choose an appropriate menu item.</p>
	2	<p>Enter your temporary password of "0000", then press the # key. Follow the prompts as directed to setup your voicemail:</p>
		<ul style="list-style-type: none"> ▪ Record your Name. (Press # when finished) ▪ Record your Greeting. (Press # when finished)
		<p>Sample Greetings:</p> <p>Hi, you've reached _____ and for (today's date) I will be (in the office, in meetings, out of the office all day) so please leave a detailed message and I will get back to you as soon as I can. Thanks and have a nice day.</p> <p>Hello, this is _____, I am not available to take your call. Please leave your name, telephone number and a detailed message and I will return your call as soon as possible. Thank you for calling.</p>
		<ul style="list-style-type: none"> ▪ Set your new personal password. ▪ Choose to be in the company voice mail directory.

Accessing Voice Mail once it is set up:

<p>Accessing Voice Mail from your phone</p>	1	Press Application Menu button => then select Messages.
	2	Enter your password, then press the # key.
	3	Press 1 to listen to new messages, 2 to send a message, 3 to review old messages, or 4 to change your Setup Options.
<p>Accessing Voice Mail while away from your phone</p>	1	Dial your main number and then your phone extension. Once your voice mail message begins...
	2	Press the * key.
	3	Enter your extension number , then press the # key.
	4	Enter your password , then press the # key; proceed to listen, delete, or save.
<p>While listening to Voice Mail</p>		<ul style="list-style-type: none"> ▪ Press 1 to repeat, 2 to save, 3 to delete, 5 to change volume, 7 to back up a little, 8 to pause, or 9 to fast-forward.
<p>After a message</p>		<ul style="list-style-type: none"> ▪ Press 3 to delete, 4 to reply, 5 to forward the message to another Voice Mail user, 6 to mark the message as still new, or 9 to hear the date/time stamp.

<i>Sending a voicemail to multiple people</i>	1	Access your Voice Mail as if you were going to listen to messages.
	2	Press 2 (send a message)
	3	Spell the last and first name of the person or the name of a group you would like to send the
	4	You can continue to add additional people to send your message to.
	5	Once all of your recipients have been added, you can record your message.
	▪	Note: You can also use this to forward a message.

<i>To send a caller to your Voice Mail</i>	1	During a call, press the Transfer button .
	2	Dial ☎ , your extension #, and then press the Transfer button again.
	3	Hang up and the caller will be delivered directly to voicemail without ringing the phone.
	▪	Note: If you catch the call early and don't pick it up, you can hit IDVERT and it will go directly to your voice mail.

Changing your setup options:

<i>To change your greeting</i>	1	Access your Voice Mail as if you were going to listen to messages.
	2	Press 4 (setup options)
	3	Press 1 (greetings)
	4	Press 1 to change greetings, and follow the prompts.
	▪	Note: After recording your Alternate Greeting set the expiration date for your greeting.
<i>To re-record your name</i>	1	Access your Voice Mail as if you were going to listen to messages.
	2	Press 4 (setup options)
	3	Press 3 (personal settings)
	4	Press 2 to change your recorded name, and follow the prompts.
<i>To change your password</i>	1	Access your Voice Mail as if you were going to listen to messages.
	2	Press 4 (setup options)
	3	Press 3 (personal settings)
	4	Press 1 to change your password, and follow the prompts.