Voicemail

The first time you enter the Cisco Messaging System, you will be asked to set up your voicemail. (The default pin (password) is 788#). The voice commands will direct the parts that need to be recorded, but they will follow this agenda:

1. Record your first and last name
2. Record a personal greeting (this is your main greeting)
3. Create a new pin (password)
4. Choose your directory preference (whether or not you are listed in the directory, this means the directory on your phone not the printed directory.)

Once you have completed setting up your mailbox, you will be able to listen to your messages (If you need to exit while setting up your mailbox, press * to save your changes). If you do not record your own messages, the system greetings will be active (this just states "Sorry NAME is not available, please leave a message after the tone.")

Voicemail can be accessed from on or off campus. Your phone will indicate that there is a waiting voicemail by showing a red light on the handset and with an envelope next to your extension on the display screen of your phone.

To access voicemail from your phone:

7911 Phones: Press the "Msgs" soft key-this will dial into the Cisco messaging system (8880)

7945/7965 Phones: Press the Messages button (envelope)-this will dial into the Cisco messaging system (8880)

Enter your password

To access your voicemail from a different phone:

Dial 865-8880

Enter your ID (extension)
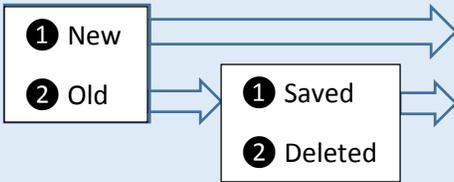
Enter your password

Once you have entered the voicemail system, follow the prompts to listen to your voice message (or use the voicemail map (next page) for clues)

You can change your greeting or add other greetings to your phone preferences by dialing into the voice messaging system and pressing 4 to access Set Up Options. Other phone Greeting options include:

Type of Greeting	Descriptions	Action
Standard	This option only allows you to say your name, it then records "Sorry NAME is not available, please leave a message after the tone."	Activates once you save it and becomes the DEFAULT greeting
Closed	After hours, 'non working hours' greeting	You must activate.
Alternate	Allows you to leave the recording of your choice. (When this message is active it will override all others including the standard greeting.)	You must activate.
Busy	This message only plays for callers when you are already on a phone call.	Must activate.
Internal	Message for on-campus extensions only	Must activate.
Holiday	For campus designated holidays	Must activate.

Voicemail Map

Retrieve Messages

During Message

- ❶ Repeat Message
- ❷ Save
- ❸ Delete
- ❹ Decrease Playback Speed
- ❺ Change Volume
- ❻ Increase Playback Speed
- ❼ Skip Back
- ❽ Pause
- ❾ Skip Forward
- # Skip to End
- # # Skip to Next
- ❶❷ Go to a Message
- ❶❹ Previous Message
- ❶❻ Skip to Next

After Message

- ❶ Repeat Message
- ❷ Save
- ❸ Delete
- ❹ Reply
- ❺ Forward Message
- ❻ Mark New
- ❼ Skip Back
- ❽ Message Properties

After you press 5 to Forward a Message press ## to enter an extension

- ❶ New
- ❷ Old

- ❶ Saved
- ❷ Deleted

Send a Message

- ❷ Send

Record message, press # when finished

Enter names of recipients, press # when finished (press ## to enter extensions)

Send Options

- ❾❶ Add Name
- # Send Message
- ❶ Urgent
- ❷ Return Receipt
- ❸ Private
- ❹ Future Delivery
- ❺ Review Recording
- ❻ Re-record
- ❼ Add to Message
- ❾❷ Hear all Names

Change Preferences

- ❹ Setup Options

- ❶ Greetings
  - ❶ Rerecord Standard Greeting ❷ Alternate Greeting ❸ Edit Other Greetings* ❹ Hear All Greetings

- ❷ Message Settings
  - ❶ Message notification
    - ❶ Pager ❷ Home Phone ❸ Work Phone ❹ Mobile Phone
  - ❸ Menu style
    - ❶ Brief or Full Menus
  - ❹ Edit Private Lists
    - ❶ Hear Your Lists ❷ Change Names

- ❸ Personal Settings
  - ❶ Change Pin
  - ❷ Change Recorded Name
  - ❸ Change directory Listing
    - ❶ Change Listing Status

- ❹ Transfer Settings
  - ❶ Change Standard Transfer Rule ❷ Alternate Transfer Rule ❸ Closed transfer

*Other Greetings include: Closed, Busy, Internal, and Holiday

Use These Keys Anytime

- ❶ Help
- * Exit or Cancel