



Quick Guide Phone Voice Mail

Accessing your Voice Mail for the first time:

Note: If Voice 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.

1	Press () > Messages and follow the voice instructions. If a menu appears on your phone screen, choose an appropriate menu item.
2	Enter your temporary password of " 0000 ", then press the # key. Follow the prompts as directed to setup your voicemail: <ul style="list-style-type: none">▪ Record your Name. (Press # when finished)▪ Record your Greeting. (Press # when finished)
	Sample Greetings: Hi, you've reached _____ and for <u>(today's date)</u> I will be <u>(in the office, in meetings, out of the office all day)</u> so please leave a detailed message and I will get back to you as soon as I can. Thanks and have a nice day.
	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.
	<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:

Accessing Voice Mail from your phone	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.
Accessing Voice Mail while away from your phone	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.
While listening to Voice Mail	<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.
After a message	<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.

Sending a voicemail to multiple people	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.

To send a caller to your Voice Mail	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:

To change your greeting	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.
To re-record your name	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.
To change your password	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.