Cisco VOICE MAIL INSTRUCTIONS

Logging in for the first time / Initial enrollment

From your extension, call the Voice Mail Access number - **8-4700**

As soon as System starts speaking

- Enter *
- You will hear: "Enter Id and #"
- Enter your 5 digit extension and # (**8-xxxx#**)
- You will hear: "Enter your PIN and #"
- Enter your temporary pin **112233#**
- You will hear: "Your Pin has expired; you must reset your Pin; your new Pin must be at least 4 digits long. Please say or enter your pin and # "
- **Enter your Pin and press #**
- You will hear: 'To confirm please enter your new password again and #"
- **Enter your Pin and press #**
- If the System says invalid PIN, try another.   The voicemail system will not allow PINs less than 4 numbers long. The system will also not allow PINs it considers "trivial" so you may need to try multiple PINs before you find one the system will accept.

Please listen to the System and setup your Name, and Greeting.

Also listen to the Directory information and press #.

The System should say you have finished enrollment.

Accessing voicemail

From your Extension, after initial enrollment is complete, you will dial 8-4700 or press the voicemail button on your phone and enter your PIN.

To log in from a standard touch-tone phone, or an extension other than your own, call the voice mail access number

- Dial 348-4700 (from off campus) or 8-4700 (from on-campus)
- Press * when the system starts speaking
- You will hear: "Enter your Id followed by #"
- Enter your 5 digit extension (8-xxxx #)
- Your will then hear: "Enter your PIN followed by #"
- Enter your PIN and press #

Greetings and PIN changes

Your **Main** Greeting is the **Standard Greeting** – You may record an Alternate (temporary) Greeting to override the Standard for certain dates and times.

Main Menu – Set Greeting – Main Greeting is Standard

- Log in to the voicemail system
- Press 4 for "Setup Options"
- You will hear "To change your greeting press 1"
- Press 1
- You will hear "Your current Greeting is the Standard greeting, to rerecord press 1"
- Press 1

Main Menu – Set Alternate Greeting (Temporary Greeting)

- Log in to the voicemail system
- Press 4
- You will hear "To change your greeting press 1"
- Press 1
- You will hear your current greeting, and then "to turn on your alternate greeting press 2"
- Press 2
- You will hear "To set an end date and time press 1, or to leave it on indefinitely press #"
- Press 1 or #
- Listen to the System Prompts and record your greeting

Main Menu – Recorded Name

- Log into the voicemail system
- Press 4 for "Setup option"
- Press 3 for "Preferences"
- Press 2 for "Change your recorded name"
- Listen to the System Prompts and record your name

Main Menu - To change PIN

- Log into the voicemail system
- Press 4 for "Setup option"
- Press 3 for "Preferences"
- Press 1 for "Change your PIN"
- Listen to the System Prompts and change your pin (note: trivial pins are not allowed. You also may not reuse your past 5 PINs"

Playing Messages

When listening to a message, use the following commands

- Press 2 to save
- Press 76 to delete
- Press 73 to forward and listen to System Prompts

Note: after 3 failed sign-in attempts your voicemail box will be temporarily locked. Temporary locks expire after 30 minutes.

For questions or problems please call Celia at 8-5724 –Telecom - 8-6300.