Cisco IP Voice Mail Reference Guide

Access Voice Mail:

From Your Cisco Phone

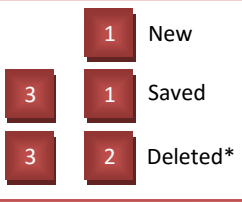1. Press the **Messages** ✉ Button.

From Another Cisco Phone

1. Press the **Messages** ✉ Button.
2. When you hear a greeting, press the * key.
3. Enter your user id (extension).
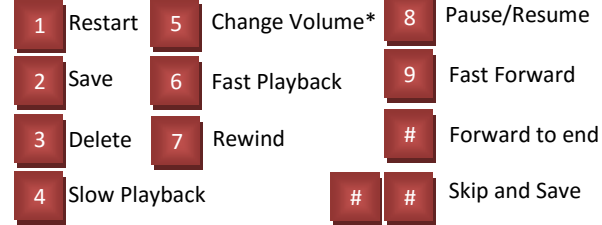4. Enter your password.

From An External Phone

1. Dial your voice mail access number.
2. When you hear a greeting, press the * key.
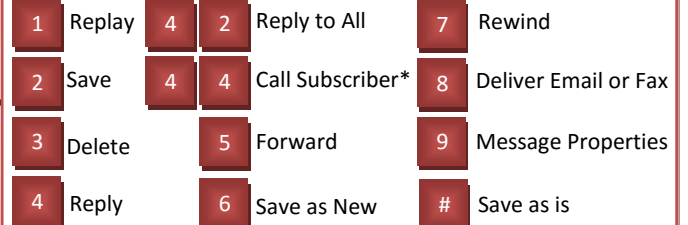3. Enter your user id (extension).
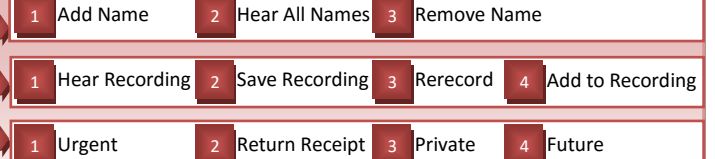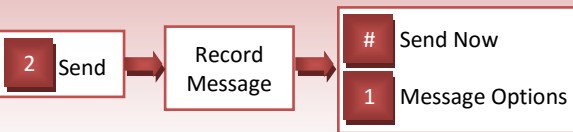4. Enter your password.

Retrieve Messages

1	New	
3	1	Saved
3	2	Deleted*

While Listening to a Message

1	Restart	5	Change Volume*	8	Pause/Resume
2	Save	6	Fast Playback	9	Fast Forward
3	Delete	7	Rewind	#	Forward to end
4	Slow Playback			# #	Skip and Save

After Listening to a Message

1	Replay	4 2	Reply to All	7	Rewind
2	Save	4 4	Call Subscriber*	8	Deliver Email or Fax
3	Delete	5	Forward	9	Message Properties
4	Reply	6	Save as New	#	Save as is

Send a Message

2 Send → Record Message →
- **#** Send Now
- **1** Message Options →
  - **1** Change Address → | 1 Add Name | 2 Hear All Names | 3 Remove Name |
  - **2** Change Recording → | 1 Hear Recording | 2 Save Recording | 3 Rerecord | 4 Add to Recording |
  - **3** Set Special Delivery → | 1 Urgent | 2 Return Receipt | 3 Private | 4 Future |
  - **4** Review Message
  - **#** Send

Change Preferences

4 Setup Options →

1 Greetings → | 1 Record this Greeting | 2 Turn on/off Alternate Greeting | 3 Edit Other Greetings | 4 Hear All Greetings |

2 Message Settings →
- **1** Change Message Notification → | 1 Pager | 2 Home Phone | 3 Work Phone | 4 Spare Phone |
- **2** Change Fax Delivery* → | 1 Keep This Number | 2 Enter New Number |
- **3** Change Menu Type → | 1 Select Full or Brief Menus |
- **4** Edit Private Lists → | 1 Hear Lists | 2 Change Names on a List |

3 Personal Settings →
- **1** Change Password
- **2** Change Recorded Name
- **3** Change Directory Listing → | 1 Change Listing Status |

4 Call Transfer → | 1 Switch Between Transferring Calls to Extension or Voice Mail | 2 Change Extension or Phone Number |

Press These Keys Anytime

0 Help   ***** Cancel or Back Up

*Not Available on all Cisco Models