



Voicemail Quick Guide

Cisco Hosted Collaboration Solution from AT&T

Access your Voice mailbox

- ▶ **Logging into your Voice mailbox when using your own extension**
 1. Press the Messages button.
 2. Enter your PIN, then press #.

- ▶ **Logging into your Voice mailbox from another internal extension**
 1. Press the Messages button.
 2. Press *.
 3. Enter your mailbox ID number (site code + extension), then press #.
 4. Enter your PIN, then press #.

- ▶ **Logging into your Voice mailbox from an outside line**
 1. Dial the Voicemail pilot number provided by your System Administrator.
 2. Enter your mailbox ID number (site code + extension), then press #.
 3. Enter your PIN, then press #.

Shortcut keys

- * Cancels or backs up to a previous menu.
- # Bypasses a user's greeting.
- ## Switches between alphabetic and numeric characters on your telephone's keypad.

Initialize your mailbox

▶ Setting up your new mailbox

1. Log into your Voice mailbox.
2. You will hear a welcome message and then be prompted to personalize or update your settings. A tutorial will play until you successfully complete the mailbox setup.

NOTE: Your temporary password is

_____.

▶ Recording your name

1. When prompted, say your first and last name.
2. Press #.
3. Listen to your new recorded name.
4. If you like the recording, press # to accept.

▶ Recording your standard greeting

1. When prompted, press 1.
2. At the tone, record your greeting.
3. Press # when you have completed your greeting.
4. Listen to your new greeting.
5. Pressing:
 - 1 Erases and re-records your greeting.
 - # Saves the greeting you just recorded.

▶ Adding yourself to the telephone directory

1. Press 1 to add or remove your name and number from the telephone directory.

▶ Exiting the mailbox setup

When the setup is complete, you will hear, "You have finished Enrollment."



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Play messages

- ▶ **Listening to new or old messages**
 1. Log into your Voice mailbox.
 2. Pressing:
 - 1 Plays the New messages
 - 3 Plays the Old messages (or pressing **3** may delete a new message if pressed at the wrong time)

- ▶ **While listening to the current message**
 1. Pressing:
 - 4 Slows down the message
 - 5 Changes the Volume
 - 6 Speeds up the message
 - 7 Backs up the current message 7 seconds
 - 8 Pauses the message or Resumes it after a pause
 - 9 Fast-Forwards the current message 7 seconds

- ▶ **After hearing the current message**
 1. Pressing:
 - 1 Repeats the message
 - 2 Saves the message
 - 3 Deletes the message
 - 4 Replies to the message
 - 5 Forwards the message
 - 6 Marks as a New message
 - 7 Repeats the last 7 seconds of the message
 - 9 Plays a summary of message properties

Compose a message

- ▶ **Recording a message**
 1. Log into your Voice mailbox.
 2. Press **2** to create a message.
 3. Record your message.

NOTE: Press 8 to pause or resume the recording.
 4. Press **#** to end the recording.
 5. Enter the name, extension number, or distribution list that you want to send the message to, then press **#**. Repeat this step to add more names, extension numbers, or lists.

NOTE: Press **##** to switch between numeric and alphabetic keypad entries.

- 6. Select the appropriate option:
 - #** Sends the message
 - 1 Marks the message Urgent
 - 2 Causes an Acknowledgment to be sent to you when the message has been received
 - 3 Marks the message Private
 - 4 Saves message for Future Delivery
 - 5 Reviews the message
 - 6 Re-records the message
 - 7 Adds to the message
 - 9 1** Adds a name to the distribution list
 - 9 2** Reviews all names or deletes names
 - 9 5** Sends you a copy of the message
 - *** Cancels the message



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Transfer a call to voicemail

Sends a call to your Voice mailbox after you have spoken with the caller.

▶ **If your phone displays a Divert softkey after you answer a call:**

1. Press the Divert softkey.

▶ **If your phone displays a Transfer softkey after you answer a call:**

1. Press the Transfer softkey.
2. Enter your mailbox ID number (site code + extension).
3. Press the Transfer softkey.

Forward all calls to voicemail

Immediately sends all calls to your Voice mailbox without ringing your phone.

▶ **Activating call forward**

1. Without lifting the handset, press the CFwdALL or Forward All softkey. You will hear two beeps.
2. Press the Messages button. You will hear one beep, then “Forwarded to Voicemail” displays.

▶ **Canceling call forward**

1. Press the CFwdALL or Forward Off softkey.

Modify personal settings and greetings

▶ **Changing your Voicemail PIN**

1. Log into your Voice mailbox.
2. Press **4 3 1**.
3. Enter your new password.
4. Press #.
5. Enter your new password again to confirm.
6. Press #.

▶ **Re-recording available greetings**

1. Log into your Voice mailbox.
2. Press **4 1 1**.

3. Record (speak) your new greeting.
4. Press # to end recording.
5. Listen to new greeting.
6. Pressing:
 - 1 Re-records your current greeting
 - 2 Turns your alternate greeting on or off
 - 3 Edits other greetings
 - 4 Reviews all of your greetings

▶ **Enabling/disabling or changing a greeting**

1. Log into your Voice mailbox.
2. Press **4 1**.
3. Press **3**.
4. Choose one of the following greetings:
 - 1 Standard greeting
 - 2 Closed (after hours) greeting
 - 3 Alternate greeting
 - 4 Busy (when on another call) greeting
 - 5 Internal greeting
 - 6 Holiday greeting
5. You will hear the greeting.
6. Pressing:
 - 1 Re-records the greeting
 - 2 Turns on the Standard greeting
 - 3 Turns on the greeting you just heard
7. Press * to exit.

▶ **Changing your recorded name**

1. Log into your Voice mailbox.
2. Press **4 3 2**.
3. Record (speak) your name.
4. Press # to end recording.
5. Listen to your new recorded name.
6. Press * to save the new recorded name or re-record a new name.

▶ **Changing your directory listing status**

1. Log into your Voice mailbox.
2. Press **4 3 3**.
3. Pressing:
 - 1 Changes your listing status
 - # Keeps your current listing status



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► Changing the style of menus

1. Log into your Voice mailbox.
2. Press **4 2 3**.
3. Pressing:
 - 1 Toggles between full and brief menus
 - * Keeps the same menu style

Private lists

► Creating a private list

1. Log into your Voice mailbox.
2. Press **4 2 4 2**.
3. Choose a number for the Private List (1 – 25).
4. Press **1** to add an entry to the Private List.
5. Enter the name, extension number, or distribution list, then press #. Do this for each entry you wish to add to the list.

NOTE: Press ## to switch between numeric and alphabetic keypad entries.
6. Press * to stop adding to the Private list.
7. Press **3** to record (speak) the name of the Private List (for example, Sales Dept.).
8. Record the name at the tone.
9. Press # to end the recording.
10. Listen to the recorded name.
11. Press * to keep the list name.
12. Press **** to exit to the main menu.

► Changing the members of a private list

1. Log into your voice mailbox.
2. Press **4 2 4 2**.
3. Enter the number of the Private List you wish to change (1-25). The system will play the name of the Private List.
4. Pressing:
 - 1 Adds a name, extension number, or distribution list
 - 2 Reviews and can delete names in the Private List
 - 3 Re-records the name of the Private List

5. Press **** to exit to the main menu.

► Changing the private list recorded name

1. Log into your Voice mailbox.
2. Press **4 2 4 2**.
3. Enter the number of the Private List whose name you wish to change (1-25).
4. Press **3** to change the name of the Private List (for example, Sales Dept.).
5. Record (speak) the new name at the tone.
6. Press # to end the recording.
7. Listen to new name.
8. Press * to keep the name you just recorded.
9. Press **** to exit to the main menu.

Compose a message to a private list

1. Log into your Voice mailbox.
2. Press **2** to create a message.
3. Record your message.

NOTE: Press **8** to pause or resume the recording.

4. Press # to end the recording.
5. Press ##.
6. Enter the Private List number (when prompted to enter a name or distribution list).
7. Press # after entering the Private List number.
8. Press # to accept the number you just entered.
9. Press # to send the message to everyone in the Private List.
10. Press * to exit to the main menu.