

# Cisco IP Phone 8851

Voicemail (Setting Up and Retrieving)

## Introduction

Before you can listen to your voicemail messages, you must set up your voicemail. This self-help document will show you how to set up voicemail, retrieve your messages, and send all your calls to voicemail.

## Setting Up Voicemail from your Phone

1. Press the **messages** button on your phone.
2. You will be prompted to enter your pin. If this is the first time you have gone through this process, type **1234** on the keypad.
3. You will be guided through the mailbox setup. You will be prompted to record your first and last name. You will also be prompted to record a personal greeting (or you may use the default greeting which is supplied by the phone). You will then be prompted to enter a new pin number. This number must be at least 4 digits long.

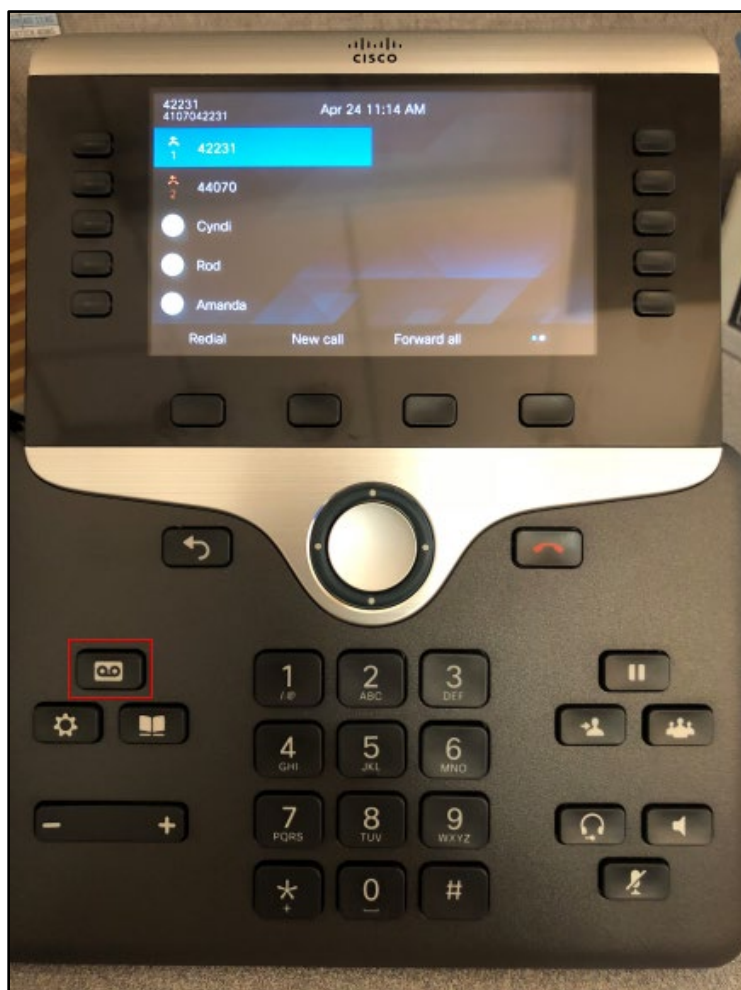


Figure 1

## Retrieving Voicemail Messages

There are four ways to retrieve your voicemail messages. You may retrieve them from your phone, in your Outlook inbox, calling in from off campus or via the **Cisco Personal Communications Assistant** online. There are a variety of ways to tell that you have a voicemail message. They are as follows:

- The handset indicator light on your phone remains red.
- A voicemail icon appears beside your extension on your phone's screen.

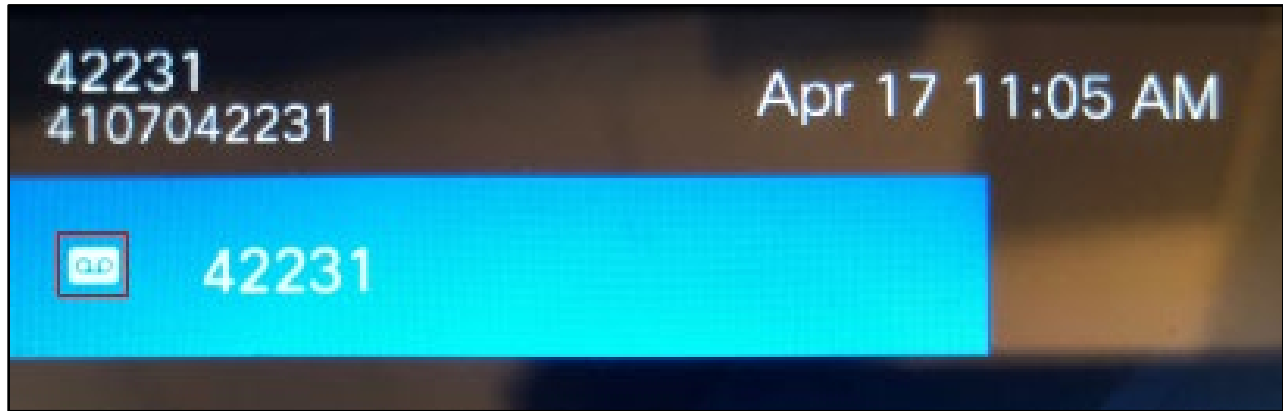


Figure 2

- You receive a voicemail email.

## Retrieving Voicemail from your Phone

1. Press the **messages** button on your telephone.

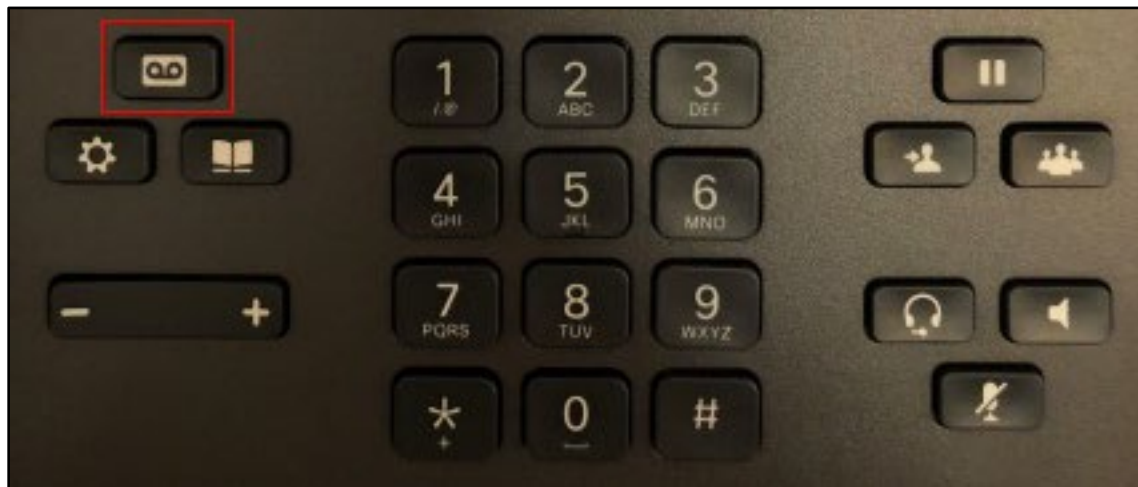


Figure 3

2. You will be prompted to enter your **PIN** followed by **#**. You will be told how many new messages you have and any saved messages you have. New messages will begin to play.

## Voicemail Commands

Below are helpful shortcut keys you may use while playing your message, or after the message has been played.

Button	During the Message	Button	After The Message
1	Restarts the message	1	Repeats the message
3	Deletes the message	3	Deletes the message
4		4	Forwards the message
5	Saves the message	5	Saves the message
6	Speeds up the message	6	Marks the message as new
7	Slows down the message	7	Skips back
9		9	Plays the message properties
*		*	Cancels playing the message

## Retrieving Voicemail from your Outlook Inbox

1. Open **Outlook** and go to your **Inbox**.
2. Any messages with **Voicemail** in the reading pane are from your phone. If the voicemail message is received from another Towson University number, it may appear as just the number. Notice the messages will have an attachment. This is because the voicemail will be in the form of a .wav file.

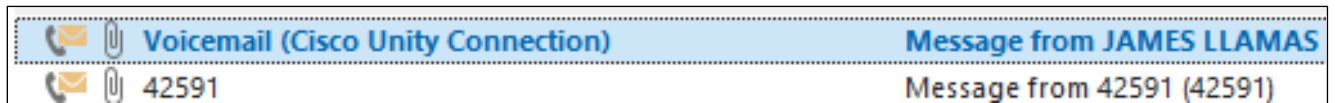


Figure 4

3. Open the message and double click on the attachment.

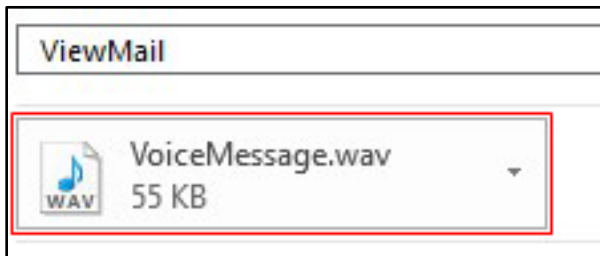


Figure 5

4. The .wav file will open and begin to play immediately in Windows Media Player.

5. The following buttons control the windows player and are located at the bottom of the window (In order):

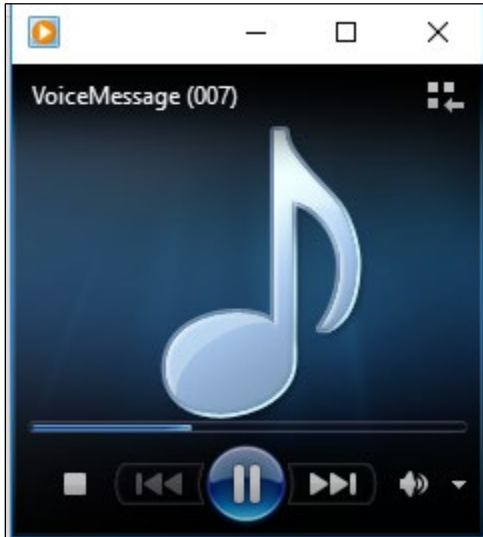


Figure 6

- Stop
- Previous (press and hold to rewind)
- Pause
- Fast Forward (press and hold)
- Volume Control

## Accessing Voicemail from Off Campus

1. Dial **410-704-6200** from any location.
2. You will be prompted to enter your **ID** followed by **#**. This is your extension (beginning with 4).
3. You will be prompted to enter your **pin** followed by **#**. New messages will begin to play. Refer to page 3 of this self-help document for **Voicemail Commands**.

## Accessing Voicemail via the Cisco Personal Communications Assistant

1. Open your preferred web browser and navigate to [www.towson.edu/voicemail](http://www.towson.edu/voicemail).
2. Type your **Username** (NetID) and **Password** in the corresponding fields and then click the **Login** button.

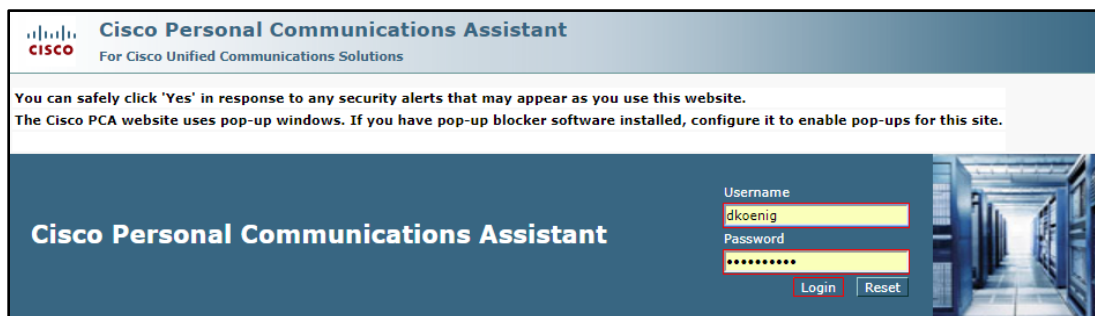


Figure 7

3. Click on the **Web Inbox** option.

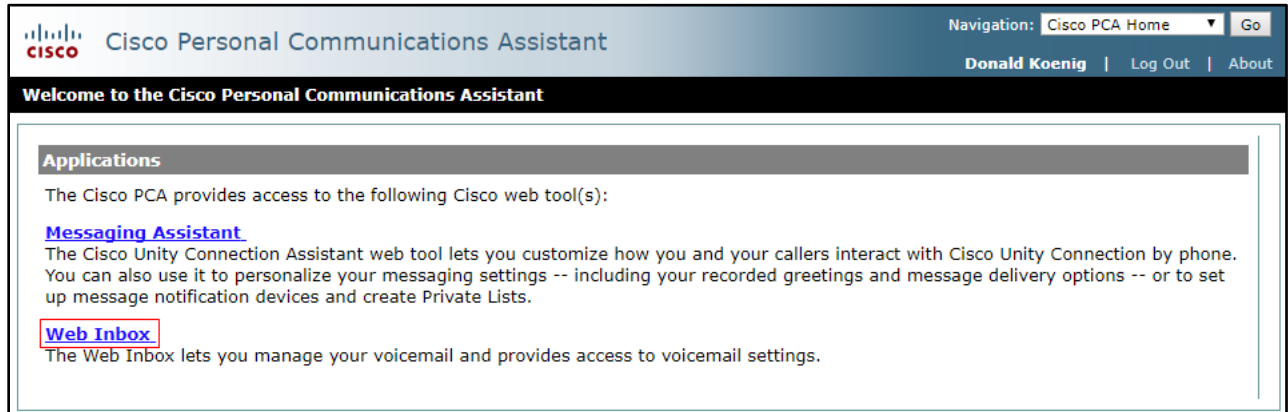


Figure 8

4. In the **Web Inbox** screen, click the **Play** button corresponding to the message you wish to hear.

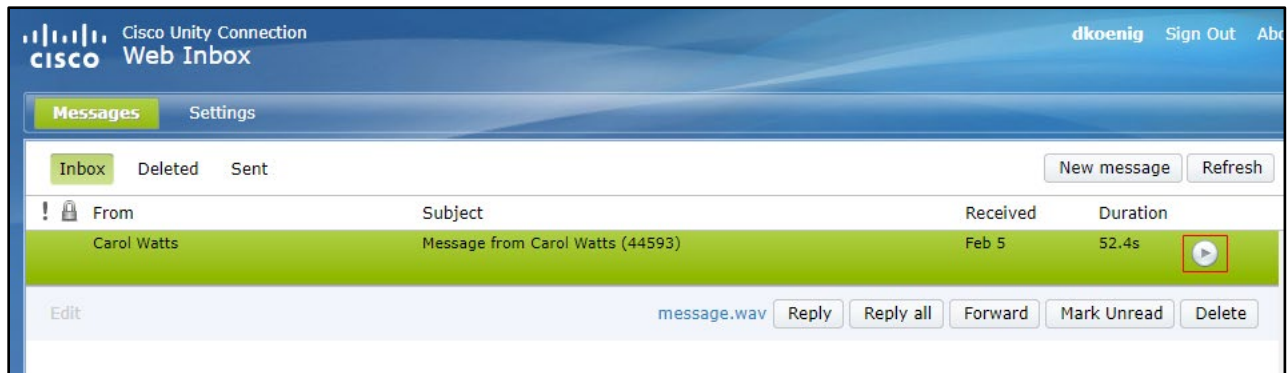


Figure 9

## Sending All Calls to Voicemail

1. On your phone, press the **Forward all** softkey and then press the **messages** button.



Figure 10

- Forwarded to Voicemail will appear beside your line on the phone's display.

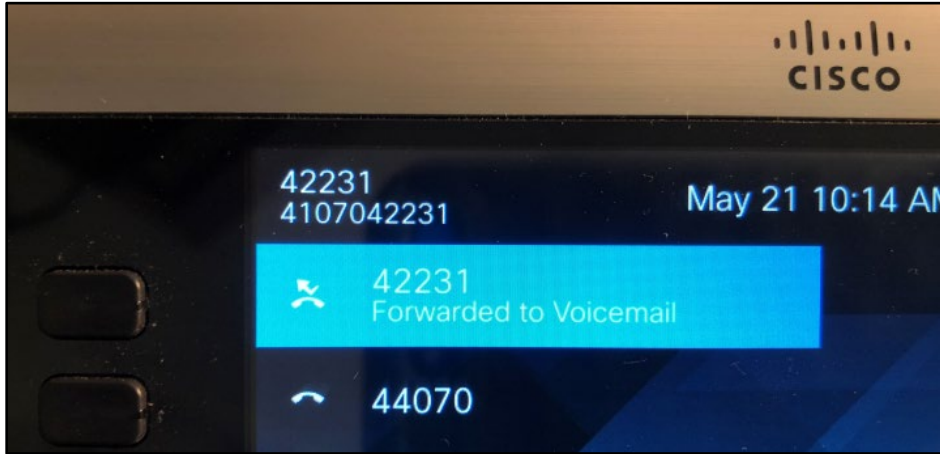


Figure 11

- To cancel, press the **Forward off** softkey.

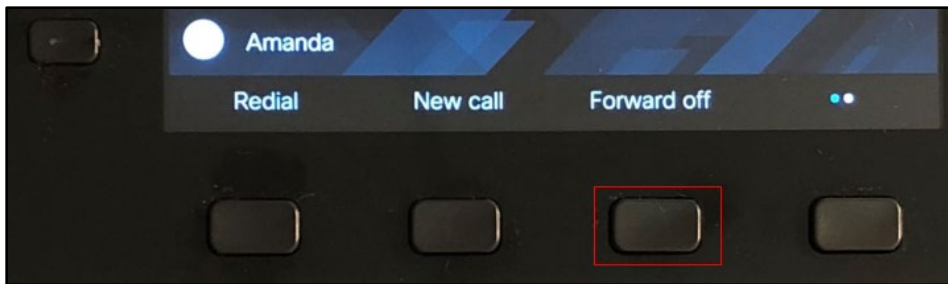


Figure 12