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.
- An envelope blinks beside the extension on the LCD screen.
- You receive a voicemail email.

Retrieving Voicemail from your Phone

1. Press the messages button on your telephone.

![Image of Cisco IP Phone messages button](image)

Figure 2

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.

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<tr>
<th>During the Message</th>
<th>After The Message</th>
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<tr>
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<td>Restarts the message</td>
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<td>3</td>
<td>Deletes the message</td>
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<td>9</td>
<td>Plays the message properties</td>
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<tr>
<td>*</td>
<td>Cancels playing the message</td>
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</table>
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.

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

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):

   - Stop
   - Previous (press and hold to rewind)
   - Pause
   - Fast Forward (press and hold)
   - Volume Control
Accessing Voicemail via Phone

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.
2. Type your Username (NetID) and Password in the corresponding fields and then click the Login button.
3. Click on the Web Inbox option.
4. In the Web Inbox screen, click the Play button corresponding to the message you wish to hear.
Sending All Calls to Voicemail

1. On your handset, press the CFwdALL softkey.

2. Press the messages button on your handset.

3. There are two indicators that you have forwarded all your calls to voicemail:
   - **Forwarded to Voicemail** appears at the bottom of the display.
   - There is a telephone icon in the top right corner of the display with an arrow pointing to the right.

4. To cancel, press the CFwdAll softkey again on your handset.