

Voicemail

Retrieving Voicemail While Away From Your Desk

Introduction

There are three ways to retrieve your voicemail messages when you are away from your desk. You may retrieve them from your Outlook inbox, call in from off campus or via the **Cisco Personal Communications Assistant** online.

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.

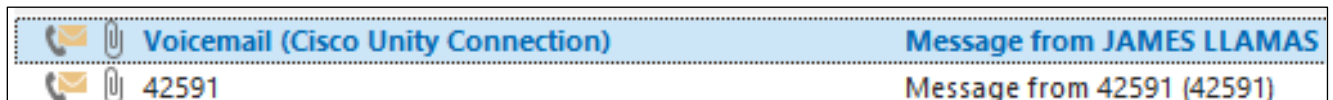


Figure 1

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

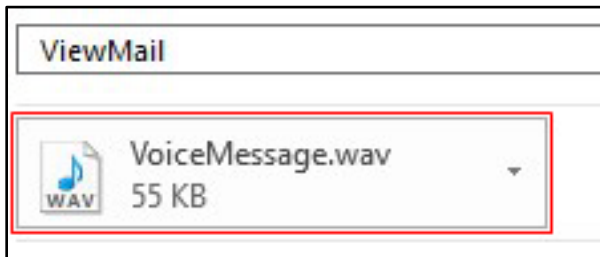


Figure 2

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

Accessing Voicemail via the Cisco Personal Communications Assistant

1. Open your preferred web browser and navigate to www.towson.edu/voicemail. **Note:** For full functionality, Internet Explorer works best, however this tool will work on most browsers that support Flash.
2. Type your **Username** (NetID) and **Password** in the corresponding fields and then click the **Login** button.

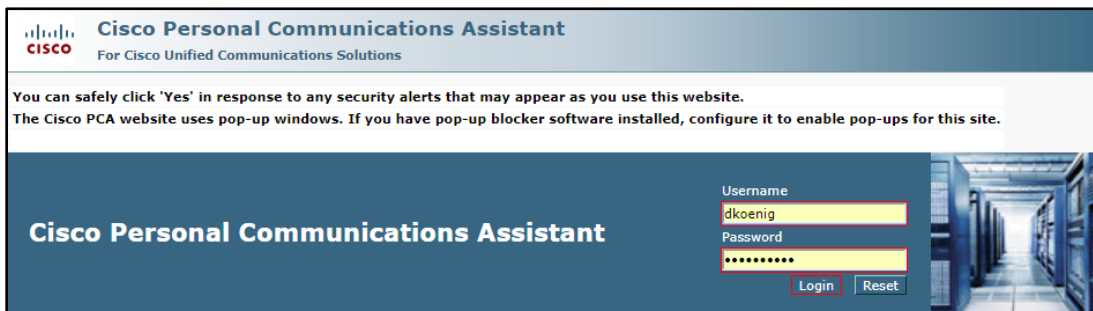


Figure 3

Voice Retrieving Voicemail While Away From Your Desk

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

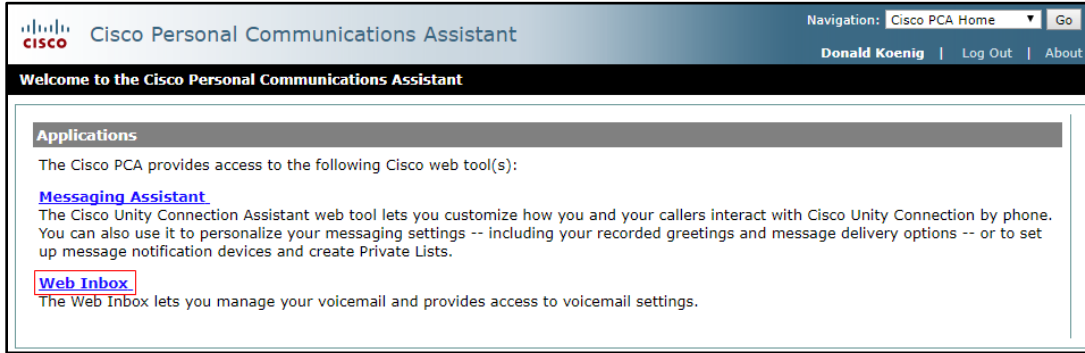


Figure 4

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

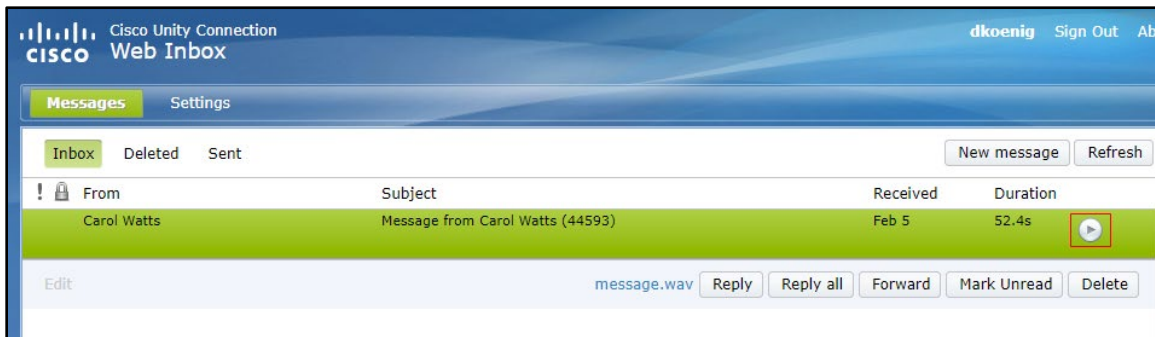


Figure 5

Accessing Voicemail via Phone

- Dial **410-704-6200** from any location.
- You will be prompted to enter your **ID** followed by **#**. This is your extension (beginning with 4).
- You will be prompted to enter your **pin** followed by **#**. New messages will begin to play. Refer to the chart below for **Voicemail Commands**.

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