

VOICE MAIL User Instructions for Cisco Phones

Cisco unified communication system is used in AIU Campus. This document illustrates some of the basic features of the Cisco unity Voice Mail system.

➤ Setup the PIN number for Voice Mail

- Step 1: Press the Voice Mail icon  on your Phone
- Step 2: Use your Default Extn Number (Eg.3225) as the pin for first time use
- Step 3: VoiceMail System will prompt you to change the PIN follow the Interactive voice message instructions .
- Step 4: Use any 4 digit number as your PIN number.

➤ Use of Voice Mail System

If the call is not answered by the receiving party the Voice Mail system will prompt you to record the message and send it to the receiving party.



AIU IT Dept 2020-21

➤ Instructions for Calling Party



If the Receiving party not available the respective voice mail box will be reached

- Step 1: Wait for the Interactive voice message *"Record your message at the tone "*
- Step 2 : After the **tone** record your message and press **#**
- Step 3 : The IVR message will say *"To send this message press # "* now the recorded voice message will be delivered to the receiving Party's Voice mail box.

➤ Instructions for Calling Party



The Red LED light on the IP phone handset indicates the received Voicemails,

- Step 1: Press the Voice Mail icon  on your Phone
- Step 2: Enter your **PIN** followed by **#** (Use the new PIN configured)
- Step 3 Follow the IVR message and listen the messages read by system
 - Press **'2'** **save** the voice mail
 - Press **'3'** to **delete** the voice mail

- To Transfer all Incoming calls to Voice Mail



- Step 1: Press **Forward all** button on the Desk Phone
- Step 2: Dial Voice Mail Box Number **3990**
- Step 3: Make sure the '*Forwarded to Voice Mail*' Message is displayed on your phone screen
- Step 4: To Cancel Press the **Forward off** button.

- To setup your own greeting message

- Step 1: Press the Voice Mail icon  on your Phone
- Step 2: Enter your **PIN** followed by **#**
- Step 3: Listen to the interactive menu "**For Setup Options Press 4**"
- Step 4: Listen to the interactive menu "**To change your greeting Press 1**"
- Step 5: Listen to the interactive menu "**To Re Record your greeting Press 1**"
- Step 6: Listen to the interactive menu "**you can rerecord the message after the tone**"
- Step 7: Record your message then press **2** then **#**

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