

# Cisco Voicemail Instructions

## Checking Your Voicemail

- **From your office phone**
  - 1) Press the voicemail (reel-to-reel icon) button.
  - 2) Enter your PIN followed by #.
- **From a different phone**
  - 1) Call your office number or 979-862-1200.
  - 2) When the outgoing voicemail message starts, press \*.
  - 3) If prompted for your ID, enter your office number, ex. 9794581234.
  - 4) Enter your PIN followed by #.
- **From Web portal** (must have TAMU NetID synced)
  - 1) Navigate to: <https://cisco-cuc-02.telecom.tamu.edu/inbox/>
  - 2) Enter your TAMU NetID Username & Password

## Changing Your Voicemail Pin # - \*Note Pin's expire every 180 days and must be reset before expiring

- 1) Login to Voicemail:
  - From your office phone**
    - 1) Press the voicemail (reel-to-reel icon) button.
    - 2) Enter your PIN followed by #.
  - From a different phone**
    - 1) Call your office number or 979-862-1200.
    - 2) When the outgoing voicemail message starts, press \*.
    - 3) If prompted for your ID, enter your office number, ex. 9794581234.
    - 4) Enter your PIN followed by #.
- 2) Press 4
- 3) Press 3
- 4) Press 1
- **From Web portal** (must have TAMU NetID synced)
  - 1) Navigate to: <https://cisco-cuc-02.telecom.tamu.edu/inbox/>
  - 2) Enter your TAMU NetID Username & Password
  - 3) Click "Settings"
  - 4) \*New tab/page will load
  - 5) Click "Passwords"
  - 6) Select "Change PIN"
  - 7) Enter new pin and save (at least 5 digits long and no simple passwords)

## Changing/Setting up Your Greeting -

- 1) Login to Voicemail:
  - From your office phone**
    - 1) Press the voicemail (reel-to-reel icon) button.
    - 2) Enter your PIN followed by #.
  - From a different phone**
    - 1) Call your office number.

- 2) When the outgoing voicemail message starts, press \*.
- 3) If prompted for your ID, enter your office number, ex. 9794581234.
- 4) Enter your PIN followed by #.
- 2) Press 4 – Setup Options
- 3) Press 1 – Change Greetings

### **Creating a Temporary (Alternate) Greeting -**

- 1) Login to Voicemail:

#### **From your office phone**

- 1) Press the voicemail (reel-to-reel icon) button.
- 2) Enter your PIN followed by #.

#### **From a different phone**

- 1) Call your office number or 979-862-1200.
- 2) When the outgoing voicemail message starts, press \*.
- 3) If prompted for your ID, enter your office number, ex. 9794581234.
- 4) Enter your PIN followed by #.
- 2) Press 4 - Setup options.
- 3) Press 1 - Greetings.
- 4) Press 3 - Edit other greetings.
- 5) Press 3 - *Alternate* greeting (do NOT use the *Holiday* greeting).
- 6) Press 1 - Re-record the greeting.
- 7) Press 3 - Turn on the greeting.
- 8) Press 1 - Set expiration date.
- 9) Press 9 - Set an expiration month/day/time.
- 10) Enter month (1-12) followed by #.
- 11) Enter day (1-31) followed by #.
- 12) Enter time to the minute (ex. 500 for 5:00) followed by #.
- 13) Press 1 for AM or 2 for PM.
- 14) Press \* to exit or hang up.
- 15) Call your number to verify the voicemail greeting is setup is correctly.

To cancel the alternate greeting, log in to your voicemail. If the alternate greeting is on, you will be prompted with the option to cancel it by pressing 2.

The *Holiday* greeting is only active based on a holiday schedule that has not been entered into the VoIP system, so the greeting will not work.