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/](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/](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)
Cisco Voicemail Instructions

**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.
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.
Cisco Voicemail Instructions

**Note:** 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.*