TEXAS A&M UNIVERSITY
Technology Services

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 #.

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- **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 # :

- **From your office phone**
  1) Press the voicemail (reel-to-reel icon) button.
  2) Enter your PIN followed by #.
  3) Option #4
  4) Option #3
  5) Option #1

- **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 #.
  5) Option #4
  6) Option #3
  7) Option #1

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- **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 6 digits long and no simple passwords)

Changing/Setting up Your Greeting:

- **From your office phone**
    1) Press the voicemail (reel-to-reel icon) button.
    2) Enter your PIN followed by #.
    3) Option #4
    4) Option #1

- **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 #.
    5) Option #4
    6) Option #1

Creating a Temporary (Alternate) Greeting: An alternate greeting replaces your standard\normal greeting during a set duration of time. This is most useful for Holiday or extended out of office notifications.

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.

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.

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