Voicemail

Your Personal Voicemail Account

You can access your personal voice messages directly from your phone. But your administrator must set up your voicemail account, and may also set up your phone to access the voicemail system.

The **Messages** button on your phone acts as a speed dial into the voicemail system.

When you aren't at your desk, you can call your voicemail system to access your voicemail. Your administrator can give you the voicemail system phone number.

Because each voicemail system is different, we can't tell you how to use your voicemail system. For information about your voicemail commands, see the voicemail system user documentation or contact your administrator.

Set up Voicemail on Your Phone

If your administrator has not set up your personal voicemail phone number on your phone, you can set it up yourself.

Procedure

Step 1   Press **Applications** .

Step 2   Select **User preferences** > **Call preferences**.

Step 3   Enter your personal voicemail phone number in **Voice mail**.

Step 4   Press **Set**.

Find out if you have new voicemail messages Your Personal

To find out if you have new voicemail messages, look for one of these signs:

- The light strip on your handset is solid red.

- The number of missed calls and voicemail messages is displayed on your screen. If you have more than 99 new messages, a plus (+) sign is displayed.

- An exclamation mark (!) indicates urgent voicemail messages.

Cisco IP Phone 6800 Series, 7800 Series, and 8800 Series: You will also hear a stutter tone played from your handset, headset, or speakerphone when you use a phone line. This stutter tone is line-specific. You only hear it when you use a line that has voice messages.

Cisco IP Conference Phone 7832 and 8832: You will hear a stutter tone played from the speakerphone when you use the phone line. You only hear it when the line has a voice message.

Access Your Personal your voicemail

Procedure

Step 1 Press **Messages** [🔊].

Step 2 Do one of the following actions:

- 6800: Press **Messages** [🔊] or **Messages**.
- 7800 and 8800: Press **Messages** [🔊].
- 7832 and 8832: Press **Messages**.

Step 3 Follow the voice prompts.

Note For details on voicemail features and PIN rules, see Set up and manage your voicemail.

Access Your Personal Audio Voicemail

Depending upon how your administrator has set up your phone, you can retrieve your personal voicemail without viewing a list of messages. This option is useful if you prefer a list of voicemail messages, but you occasionally access your messages without the visual prompts.

Procedure

Step 1 In the screen, press the **Audio** softkey.

Step 2   When prompted, enter your voicemail credentials.

Phone Behavior with Voicemail Setting

This table lists the phone behavior in various scenarios when the **Handset LED Alert** field in the Configuration Utility is set to Voicemail.

Starting State	Event	LED Status After Event	LED Turn Off Criteria
No Voicemail, No Missed Call	There is no active call and a call is missed or a call is on hold and the call is missed.	LED Off	-
No Voicemail, No Missed Call	Voicemail comes in	LED On	User calls the voicemail to retrieve a message.
Voicemail	There is no active call and a call is missed or a call is on hold and the call is missed.	LED On	User calls the voicemail to retrieve a message.
Missed Call	Voicemail comes in	LED On	User calls the voicemail to retrieve a message.
No Voicemail, No Missed Call	No event	LED Off	-

Phone Behavior with Voicemail and Missed Call Configuration Setting

This table lists the phone behavior in various scenarios when the **Handset LED Alert** field in the Configuration Utility is set to **Voicemail, Missed Call**.

Starting State	Event	LED Status After Event	LED Turn Off Criteria
No Voicemail, No Missed Call	There is no active call and a call is missed or a call is on hold and the call is missed.	LED On	User interacts with the phone.

Starting State	Event	LED Status After Event	LED Turn Off Criteria
No Voicemail, No Missed Call	Voicemail comes in	LED On	User calls the voicemail to retrieve a message.
Voicemail	There is no active call and a call is missed or a call is on hold and the call is missed.	LED On	User interacts with the phone and calls the voicemail to retrieve a message.
Missed Call	Voicemail comes in	LED On	User interacts with the phone and calls the voicemail to retrieve a message.
No Voicemail, No Missed Call	No event	LED Off	-

Voice Messages States of Monitored Voicemail Accounts

You can see the voicemail messages state of a voicemail account of a user or group on a line key or on an expansion module button.

The scope of the monitored voicemail account:

- an extension-associated voicemail account that is configured on the phone

- a voicemail account that is different from any extension-associated voicemail account

  To check if your SIP proxy provides the support, contact your administrator.

A monitored voicemail account displays one of these icons beside the line key or expansion module button:

- : There are no voicemail messages for the monitored account.

- : There are new voicemail messages. The number of messages displays adjacent to the name of the monitored account. For example, (4) VM 3300 shows there are four voicemail messages for the monitored account VM 3300.

- !: The new voicemail messages contain at least one urgent message.

- : The line failed to register to the voicemail server.

The line button LED also changes color to indicate the state of the monitored line. The default LED color and pattern for the states are:

- No message: solid green

- New messages: solid red

- Urgent messages: solid red

- Registration Failed: solid amber

To customize the LED behaviour, contact your administrator.

Access Monitored Voicemail Account Messages

Before you begin

- Your administrator must configure either a line key on the phone or an expansion module button to monitor a voicemail account.

- Your administrator must assign speed dial to the configured key.

- There are new messages for the monitored voicemail account.

Procedure

Step 1	Press the line key on the phone or the expansion module button.
	You may be prompted to enter the monitored voicemail account ID and PIN.
Step 2	Follow the voice prompts.

Access Monitored Voicemail Account Messages