

QUICK START GUIDE



Cisco Unity Express VoiceView Express

Version 3.2



Note

If your voice mailbox was not initialised and you do not have a PIN, you cannot log in to Cisco VoiceView Express. To enable access, first call your voice mailbox from your extension. Set up your voice mailbox using the voice-mail system telephone user interface.

Set Up Your Voice Mailbox

- Depending on your system configuration, perform one of the following actions to display the VoiceView Express Login window on a Cisco Unified IP phone:
 - Press **Services**; then from the Services menu, choose **VoiceView Express** and press **Select**.
 - Press **Services**.
 - Press the **VoiceView Express** soft key.
 - Press the **VoiceView Express** soft key.

- When the Personalisation Wizard window appears, press **OK** to continue, then:



Tip

Press the **Next** soft key to display the next window.

- To listen to your recorded name, choose **Listen** and press **Select**.
- To record your name, choose **Record**. Press **Select**, say your name, then press **Stop**.
- To listen to your standard greeting, choose **Listen** and press **Select**. The greeting plays.
- To record a personalised greeting, choose **Record**. Press **Select**, say your name, then press **Stop**.
- To change your PIN, choose **Change** to display the Change PIN window. Use the keypad to enter a new PIN. Choose **Confirm** and use the dial pad to enter your new PIN again. Press **Submit**.

Access VoiceView Express

- Perform step 1 in “[Set Up Your Voice Mailbox](#)”.
- To display the Personal Mailbox menu after the VoiceView Express Login window appears:



Note

Administrator-configured policies on your system may lock an account after multiple consecutive failed login attempts.

- If you are using your Cisco Unified IP phone, choose **PIN**, use the keypad to enter your PIN, then press **Submit**.
- If you are using a different Cisco Unified IP phone, press << to erase the Mailbox ID. Use the keypad to enter your Mailbox ID. Choose **PIN**, use the keypad to enter your PIN, then press **Submit**.
- If you are logging in after a failed login attempt, press **Login**. Use the keypad to enter your Mailbox ID. Choose **PIN**, use the keypad to enter your PIN, then press **Submit**.

- If your voice mailbox is full or almost full, press **OK** and if necessary, delete messages.
- If your voice mailbox contains a broadcast message, press **Listen** to play the message.

Listen to Voice Messages or Manage Faxes

- Perform step 1 in “[Set Up Your Voice Mailbox](#)” to display the Personal Mailbox menu.
- From the Personal Mailbox menu, choose **Inbox** and press **Select**.
- For voice messages, choose a message and press **Select**, then press **Listen**.

During message playback, you can press any of the following soft keys:

- End — Go to end of message.
- F.Fwd — Go forward 3 seconds.
- Pause — Pause or restart message.
- Rewind — Restart message or go back 3 seconds.

While listening to a message, you can press any of the following soft keys:

- Delete — Delete message.
- FwdMsg — Forward message to another voice. Not available for all messages.
- Home — Display Personal Mailbox menu.
- Listen — Replay the message.
- MrkNew — Mark message as “new.”
- NxtMsg — Display information about the message listed after this message.
- PrevMsg — Display information about the message listed just above this message.
- Reply — Send reply. Not available for all messages.
- Save — Save message
- Re-Send — Send a Nondelivery Receipt (NDR) message again.

- For faxes, choose a fax and press **Select**.
 - Press **Options**.

- Select one of the following:
 - If available, choose **Print to fax machine** and press **Select**.
 - Otherwise, choose **Print to fax number** and press **Select**. Enter the fax number and press **Submit**.

Reply to a Message

- After listening to a voice-mail message, press **Reply**.
- To reply by voice mail, choose **1, Reply via Voice Mail**, then press **Select**.
 - Say your message, then press **Stop**. The Send Message menu appears.
 - To send immediately after recording the message, press **Send**; otherwise, choose any of the following and press **Select**:
 - Listen to Recorded Message — Play message to be sent.
 - Record Again — Switch on microphone and begin recording. Say your message, then press **Stop**.
 - Edit Recipients — Return to Recipient List menu where you can add or remove recipients.
 - Message Delivery Time — Display Send Message menu. Perform steps in “[Specify a Delivery Time](#)” to schedule delivery of message to be sent.
 - Mark as Urgent — Mark or unmark message to be sent.

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: +1 408 526-4000
+1 800 553-NETS (6387)
Fax: +1 408 527-0883

Cisco, Cisco Systems, the Cisco logo and the Cisco Systems logo are registered trademarks or trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries. All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0705R)

© 2008 Cisco Systems, Inc. All rights reserved.

- Mark as Private — Mark or unmark message to be sent.
3. To initiate a Live Reply call, press **More**, choose **2 — Call <extension>**, then press **Select**.

Send a Message

1. Perform step 1 in “[Set Up Your Voice Mailbox](#)” to display the Personal Mailbox menu.
2. From the Personal Mailbox menu, choose **Send Message** and press **Select**.
3. Address message by number or (optional) press **Name** to open the Address by Name window, then:
 - To address by number, use the keypad to enter the exact number for the recipient. For extensions at remote locations, enter the location ID before the extension number.
 - To address by name, use the keypad to enter the recipient’s name or partial name to search for matching names.
 - To send a message to a nonsubscriber, press **#4** followed by the extension.
4. Press **Submit**. The Matching Address menu appears.
5. Choose the desired address and press **Add** to build a recipient list.
6. After adding an address, press any of the following soft keys:
 - **AddMore** — Return to Address by Number window to add more addresses to the recipient list.
 - **Cancel** — Cancel operation.
 - **Record** — Switch on microphone and begin recording. Say your message, then press **Stop**. The Send Message menu appears.
 - **Remove** — Remove address from list. You cannot empty the list by removing the only recipient.
7. To send immediately after recording the message, press **Send**; otherwise, choose any of the following and press **Select**:

- **Listen to Recorded Message** — Play message to be sent.
- **Record Again** — Switch on microphone and begin recording. Say your message, then press **Stop**.
- **Edit Recipients** — Return to Recipient List menu where you can add or remove recipients.
- **Mark as Urgent** — Mark or unmark message to be sent.
- **Mark as Private** — Mark or unmark message to be sent.
- **Message Delivery Time** — Display Send Message menu. Performs steps in “[Specify a Delivery Time](#)” to schedule delivery of message to be sent.

Specify a Delivery Time

1. To send this message immediately, choose **Immediately** and press **Select**; otherwise, choose one of the following and press **Select**:
 - **Later Today** — Display the Message Delivery Time menu for sending this message at a specified time later today. Then, choose the hour and press **Select**. Choose the minute and press **Select**.
 - **Tomorrow** — Display the Message Delivery Time menu for sending this message at a specified time tomorrow. Then, choose the hour and press **Select**. Choose the minute and press **Select**.
 - **Message Delivery Time** — Display the Message Delivery Time menu for sending this message at a future date and time, up to one year from now. Choose the month and press **Select**, choose the date and press **Select**, choose the hour and press **Select**, then choose the minute and press **Select**.
2. When the Send Message menu appears with the modified date and time displayed, press **Send**.

Personalise Your Settings

1. Perform step 1 in “[Set Up Your Voice Mailbox](#)” to display the Personal Mailbox menu.

2. From the Personal Mailbox menu, choose **My Options** and press **Select**.

Manage Your Greetings

1. Choose **Greetings** and press **Select**.
2. Choose **Standard** or **Alternate** and press **Select**, then:
 - To listen to your standard greeting, choose **Listen** and press **Select**. The greeting plays.
 - To rerecord the greeting, choose **Record**. Press **Select**, say your name, then press **Stop**.
 - To activate a greeting and automatically deactivate the other greeting, choose **Activate** and press **Select**.

Manage Message Settings

1. Choose **Message Settings** and press **Select**. See the *Cisco Unity Express Voice-Mail System User’s Guide*.

Change Your PIN

1. Choose **Personal Settings** and press **Select**.
2. Choose **Change PIN** and press **Select**.
3. Use the keypad to enter your new PIN. Choose **Confirm**.
4. Use the keypad to enter your new PIN again, then press **Submit**.
5. When “Your new PIN is now active” appears, press **OK**.

Rerecord Your Name

1. Choose **Personal Settings** and press **Select**.
2. From the Personal Settings menu, choose **Change Recorded Name** and press **Select**, then:
 - To listen to your recorded name, choose **Listen** and press **Select**.
 - To record a new name, choose **Record**. Press **Select**, say your name, then press **Stop**.

Configure Your Zero-Out Number

1. Choose **Zero-Out Number** and press **Select**.
2. (Optional) Press **<<** to erase the digits to be edited.
3. Use the keypad to enter the zero-out number, then press **Submit**.

Anytime

Use any of the following buttons on your Cisco Unified IP phone anytime while using VoiceView Express:

- **Keypad** — Press numbers and letters to enter data. Press numbers to choose the corresponding menu item.
- **Navigation button** — Scroll through menus and highlight menu items. Use in conjunction with soft keys to activate functions for a highlighted item.
- **Services button** — Access or exit VoiceView Express.

The following functions are available anytime while using VoiceView Express. Activate the soft key function by pressing the corresponding soft key button.

- **<<** — Navigates to edit characters. Use the backspace soft key to erase digits that were entered incorrectly.
- **Back** — Discard not yet completed operations or unsaved choices and display the previously viewed menu or window.
- **Cancel** — Discard not yet completed operations or unsaved choices.
- **Logout** — (Personal Mailbox window only) Exit the VoiceView Express feature.
- **More** — Display additional soft keys.
- **OK** — Confirm receipt of a displayed message and display the next menu or window.
- **Select** — Accept a choice and display the next menu or window.

If your Inbox contains more than 32 messages, press one of the following soft keys to view additional pages of messages:

- **Back** — Display the last viewed page.
- **Next Pg** — Display the next page.
- **Prev Pg** — Display the previous page.
- **Home** — Display the first page.

For more information, use this document together with related documents at: http://www.cisco.com/en/US/products/sw/voicesw/ps5520/products_user_guide_list.html