



Cisco Unity Express 2.3 Voice-Mail System User's Guide

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This guide provides information about using some of the advanced voice-mail features of your Cisco Unity Express voice-mail system. It describes how to access these features by dialing in to the Cisco Unity Express system and by using your Cisco Unified IP phone and VoiceView Express. Use this guide together with the documents listed in the [“Related Documents” section on page 3](#).

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Part II—Cisco Unity Express Voice-Mail System (VoiceView Express)

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Restrictions

Some features described in this document (for example, retrieving voice-mail messages using e-mail, configuring voice-mail notifications and retrieving voice-mail messages using your Cisco Unified IP phone) must be enabled by your system administrator. If you are unable to access a feature, contact your system administrator to ensure that function is enabled on your system.

If a Cisco Unity Express voice-mail session is in progress, a second session for the same user cannot be initiated. This does not apply to voice-mail sessions that are initiated via an IMAP client, such as Microsoft Office Outlook.

- If you initiate a voice-mail session by using your Cisco Unified IP phone to call your voice-mail system, attempting to log in to VoiceView Express cannot preempt the voice-mail session.
- If you are logged in to VoiceView Express, using your Cisco Unified IP phone to call your voice-mail system will preempt the VoiceView Express session. The VoiceView Express session will be automatically logged out without notification.
- If you are logged in to VoiceView Express, logging in to a second VoiceView Express session from a different phone will preempt the first session. The first VoiceView Express session will be automatically logged out without notification.

VoiceView Express is subject to an inactivity timeout parameter, after which the VoiceView Express session is automatically logged out without notification.

- If you are logged in to VoiceView Express using your Cisco Unified IP phone and you receive an incoming call, the call information appears on the phone display. Lifting the handset or pressing the Headset or Speaker button will connect the call. Depending on which Cisco Unified IP phone you have, you can return to the VoiceView Express session if the call is terminated before the session is ended by the inactivity timeout parameter. Otherwise, the VoiceView Express session will be automatically logged out without notification. For more information, see the user's guide for your Cisco Unified IP phone.

Related Documents

You can find related documents for Cisco Unity Express at the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps5520/products_user_guide_list.html

Related Topic	Document Title
<ul style="list-style-type: none"> Setting Up Your Voice Mailbox Listening to Voice Messages Sending Voice Messages Personalising Settings 	<i>Cisco Unity Express Voice-Mail System Quick Start Guide</i>
Sending Broadcast Messages Using the Administration via Telephony System ¹	<i>Cisco Unity Express AvT Administrator Guide</i>
Using the Cisco Unity Express GUI to: <ul style="list-style-type: none"> Access voice-mail settings, including notifications Manage voice-mail group subscriptions Change your password Manage voice-mail distribution lists 	<i>User Online Help for Cisco Unity Express</i> (press the “help” button when using the Cisco Unity Express GUI)

1. Access to the Administration via Telephone System is generally restricted to administrative users; contact your system administrator for more information.

Accessing Cisco Unity Express by Phone

Dial the internal or external phone number to call Cisco Unity Express.

- If you are asked for a PIN, enter it and press #.



Note

If you are calling from someone else's phone, you must press * to enter your own ID (usually your phone extension) and press #. Then enter your PIN and press # again.

- If you are asked for your ID (usually your phone extension), enter it and press #. Then enter your PIN and press # again.

Voice-mail Options

After dialling in to Cisco Unity Express, you can choose the following options from the main menu:

1	Listen to new messages. See the <i>Cisco Unity Express Voice-mail System Quick Start Guide</i> for more information.
2	Send a message. See the <i>Cisco Unity Express Voice-mail System Quick Start Guide</i> for more information.
3	Listen to old messages. See the <i>Cisco Unity Express Voice-mail System Quick Start Guide</i> for more information.
4	Access setup options, such as voice-mail greetings, distribution lists, passwords and message notification. See Accessing Setup Options .

Accessing Setup Options

After dialling in to the Cisco Unity Express system, and pressing **4** to access setup options, you can press the following numbers to access these functions:

1	Manage your greetings. See Managing Greetings .
2	Configure or change message settings. See: <ul style="list-style-type: none"> • Setting Up Message Notification • Using Distribution Lists
3	Configure personal settings. See: <ul style="list-style-type: none"> • Changing Your Password • Changing Your Recorded Name
4	Configure language options (not available on all systems). See your system administrator for more information.

Managing Greetings

Greetings are messages that callers hear when they reach your voicemail. You can have the following greetings:

- Standard greeting—Normal greeting played to callers when they reach your voicemail. This can be either the default system greeting (“Sorry, <extension xxxx>/<user name> is not available”) or a greeting that you have recorded and chosen as your own standard greeting.
- Alternate greeting—Alternate greeting that is recorded by you and is turned on or off using the voice-mail menu. This greeting is used as an alternative to your standard greeting; for example, if you are on holiday you can record a special greeting that is played to callers during the time that you are away.

To manage greetings:

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- Step 1** Perform steps in [“Accessing Cisco Unity Express by Phone”](#) to reach the main voice-mail menu.
- Step 2** Press **4** to access the Setup Options menu.
- Step 3** Press **1** to access the Greetings menu. Your active greeting plays.
- To re-record your current greeting, press **1**. See [“Re-recording Your Current Greeting”](#).
 - To turn on or turn off your alternate greeting, press **2**. See [“Turning Alternate Greetings On and Off” section on page 5](#).
 - To edit your other greetings, press **3**. See [“Re-recording Your Standard Greeting”](#) and [“Re-recording Your Alternate Greeting” section on page 6](#).
 - To hear all greetings, press **4**. See [“Reviewing All Greetings” section on page 6](#).
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Re-recording Your Current Greeting

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- Step 1** After your current greeting plays, press **1** to re-record your current greeting.
- Step 2** At the tone, speak your greeting. When done, press **#**.
- Step 3** Your newly recorded greeting plays. To re-record, press **1**.
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Turning Alternate Greetings On and Off

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- Step 1** To turn on or off your alternate greeting, press **2** in the Greetings menu.
- Step 2** If your alternate greeting is on, the system plays your alternate greeting. Press **2** to turn off your alternate greeting.
- If your alternate greeting is not on, press **2** to turn it on.
- If you have not yet recorded an alternate greeting, or want to re-record your alternate greeting, perform the steps in [Re-recording Your Alternate Greeting](#).
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Re-recording Your Standard Greeting

To re-record your standard greeting:

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- Step 1** In the Greetings menu, press **3**.
- Step 2** Press **1** to re-record your greeting.
- Step 3** At the tone, speak your greeting. When you are finished, press **#**.
- Step 4** Your newly recorded greeting plays. To accept this greeting and continue, press **#**. To re-record, press **1**.
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Re-recording Your Alternate Greeting

To re-record your alternate greeting:

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- Step 1** In the Greetings menu, press **3**.
 - Step 2** Press **3** to re-record your greeting.
 - Step 3** At the tone, speak your greeting. When you are finished, press **#**.
 - Step 4** Your newly recorded greeting plays. To re-record, press **1**.
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Reviewing All Greetings

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- Step 1** To listen to all greetings, press **4** in the Greetings menu. Your standard greeting, alternate greeting and current greeting play.
 - Step 2** You can perform the following actions:
 - To re-record the current greeting, press **1**.
 - To turn on or off your alternate greeting, press **2**.
 - To re-record other greetings, press **3**.
 - To repeat the review of all of your greetings, press **4**.
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Setting Up Message Notification

You can set up Cisco Unity Express to notify you of newly received voice-mail messages by phone, pager or e-mail. Cisco Unity Express will contact your device to let you know that you have received a voice-mail message.

This section describes using the telephone voice-mail system to configure notifications *for phones or numeric pagers only*. You can also use the following tools to set up notifications for alphanumeric pagers and e-mail, (in addition to phones and numeric pagers):

- Cisco Unity Express VoiceView Express—Use your IP phone to set up notifications for phones, alphanumeric pagers or e-mail. See [Personalising Your Settings, page 28](#) for more information.
- Cisco Unity Express GUI—Use your PC to configure notifications for phones, alphanumeric pagers or e-mail. Access the GUI using Microsoft Internet Explorer to connect to your Cisco Unity Express server, and log in using your alphanumeric user ID and password. Contact your system administrator if you do not know your server address, user ID or password. See the online help for more information on using the GUI to configure notifications.

Accessing the Notification Menu

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- Step 1** Perform steps in [“Accessing Cisco Unity Express by Phone”](#) to reach the main voice-mail menu.
- Step 2** Press **4** to access the Setup Options menu.
- Step 3** In the Setup Options menu, press **2** to access Message Settings.
- Step 4** Press **1** to configure message notification. The system tells you if notification is enabled and if so, for which devices it is enabled.
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Choosing the Device to Notify

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- Step 1** In the Message Notification menu, press one of the following numbers to select the device to notify:
- **1**—Pager
 - **2**—Home phone
 - **3**—Work phone
 - **4**—Mobile phone
- Step 2** After selecting the device you want to configure, you can select the following actions by number:

1	Enable message notification (if notification is off) or disable message notification (if message notification is on).
2	Hear current notification settings.
3	Change the notification phone number (the number of your phone or pager). Cisco Unity Express dials this number to send notification of newly-received voice-mail messages. See “Changing the Notification Phone Number” below.
4	Listen to the current notification schedule. Configure the time of day that you want to receive notifications; for example, you may want to turn off notifications during the evening hours. See “Configuring the Notification Schedule” below.
5	Change notification preferences (have notifications sent for all messages, or urgent messages only). See “Changing Notification Preferences” below.

Changing the Notification Phone Number

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- Step 1** After pressing **3** in the Message Notification Menu to change the notification phone number, the system tells you if a phone number is currently assigned to the device (phone or pager).
- If a phone number is already assigned, perform one of the following:
 - Press ***** to keep the current number.
 - Enter the digits of the new number and press **#**.
 - If a phone number is not yet assigned, enter the digits of the new number and press **#**.

**Note**

You can only enter digits 1 to 9. You cannot enter pauses, breaks or other special variables in the phone number.

Step 2 After entering the number:

- If you entered a new number that is permitted by the voice-mail system, the system repeats the number.
- If you entered a number that is not permitted by the system (such as a freephone number), you receive an error message.

Press * to keep the number, or if you want a new number, enter it and press #.

Step 3 Press * to continue. The system tells you if extra digits are set. Extra digits are numbers that are sent by Cisco Unity Express after the phone or pager has answered its notification call; for example, you might use extra digits to reach a certain extension after dialling a main access number. To set extra digits, see [“Setting Extra Digits”](#) below. To exit, press *.

Setting Extra Digits

Extra digits are numbers that are sent by Cisco Unity Express after the phone or pager has answered its notification call; for example, you might use extra digits to reach a certain extension after dialling a main access number.

Step 1 If extra digits are set, the system plays the digits. If extra digits are not set, the system tells you this. Press **1** to set extra digits.

Step 2 Enter the extra digits and press #. To include a one-second pause, press *.

Step 3 The system plays the extra digits you entered. Press # to keep these digits, or return to **Step 2**.

Step 4 The system plays the extra digits you set.

Configuring the Notification Schedule

You can set up a notification schedule to turn notifications on or off for certain times of the day, certain days of the week, or every day. For example, you may want to turn off notifications at night. By default, notifications are active Monday to Friday from 8 a.m. to 5 p.m.

After pressing **4** in the Message Notification Menu to configure the time of day that you want to receive notifications, press one of the following numbers:

1	Listen to the current notifications schedule. See “Listening to the Current Schedule” below.
2	Change the notification schedule for all days. See “Changing the Schedule for All Days” below.
3	Change the notification schedule for a specific day. See “Changing the Schedule for a Specific Day” below.

Listening to the Current Schedule

- Step 1** After pressing **1** in the Notification Schedule Menu to listen to the current notifications schedule, enter one of the numbers below to choose the day:

1	Sunday
2	Monday
3	Tuesday
4	Wednesday
5	Thursday
6	Friday
7	Saturday

- Step 2** If you have configured notification for at least a half hour of that day, the system plays the notification schedule. Enter a number to listen to the schedule for another day, or press * to exit and return to the Message Notification Menu.

Changing the Schedule for All Days

After pressing **2** in the Notification Schedule Menu to change the notification schedule for all days, perform the following steps:

- Step 1** Enter the hour to start sending notifications. You must enter the time in two-digit format; for example, to choose 9:00, you would first enter "09".
- Step 2** Press #.
- Step 3** Depending on the number you entered, perform the following:

If you entered	Choose
0	<ul style="list-style-type: none"> Press 1 to start notifications at midnight. Press 2 to start notifications at 12:30 p.m.
12	<ul style="list-style-type: none"> Press 1 to start notifications at midnight. Press 2 to start notifications at 12:30 a.m. Press 3 to start notifications at noon. Press 4 to start notifications at 12:30 p.m.
1 - 11	<ul style="list-style-type: none"> Press 1 to start notifications on the hour in the morning. Press 2 to start notifications on the half-hour in the morning. Press 3 to start notifications on the hour in the evening. Press 4 to start notifications on the half-hour in the evening.
12 - 24	<ul style="list-style-type: none"> Press 1 to start notifications on the hour in the evening. Press 2 to start notifications on the half-hour in the evening.

- Step 4** Enter the hour to stop sending notifications. You must enter the time in two-digit format; for example, to choose 9:00, you would first enter "09".
- Step 5** Press #.
- Step 6** Depending on the number you entered, perform the following:

If you entered	Choose
0	<ul style="list-style-type: none"> Press 1 to stop notifications at midnight. Press 2 to stop notifications at 12:30 p.m.
12	<ul style="list-style-type: none"> Press 1 to stop notifications at midnight. Press 2 to stop notifications at 12:30 a.m. Press 3 to stop notifications at noon. Press 4 to stop notifications at 12:30 p.m.
1 - 11	<ul style="list-style-type: none"> Press 1 to stop notifications on the hour in the morning. Press 2 to stop notifications on the half-hour in the morning. Press 3 to stop notifications on the hour in the evening. Press 4 to stop notifications on the half-hour in the evening.
12 - 24	<ul style="list-style-type: none"> Press 1 to stop notifications on the hour in the evening. Press 2 to stop notifications on the half-hour in the evening.

- Step 7** If you enter a valid time, The system tells you the times you have selected for notifications. Press one of the following numbers:
- 1**—Save the schedule. Then perform one of the following:
 - Press **1** to set up an additional schedule. See Step 1.
 - Press # to stop adding schedules. The system notifies you that your schedule is set.
 - 2**—Change the schedule you just entered. See Step 1.

Changing the Schedule for a Specific Day

After pressing **3** in the Notification Schedule Menu to change the notification schedule for a specific day, perform the following steps:

- Step 1** Enter one of the numbers below to choose the day:

1	Sunday
2	Monday
3	Tuesday
4	Wednesday
5	Thursday

6	Friday
7	Saturday

Step 2 Follow steps 1 to 7 in [Changing the Schedule for All Days](#).

Changing Notification Preferences

You can change notification preferences to specify the types of messages about which you want to be notified. For example, you can have notifications sent for all messages, or urgent messages only.



Tip

The ability to set notifications for all messages must be granted by your system administrator.

Step 1 After pressing **5** in the Message Notification Menu to configure notification preferences, the system tells you if notifications are set for all messages, or for urgent messages only.

- If notifications are currently set for all messages, and you want to change this, press **1** to have notifications sent for urgent messages only.
- If notifications are currently set for urgent messages only, and you want to change this, press **1** to have notifications sent for all messages.

Step 2 If the system allows you to change notification preferences for all messages, you receive a message indicating that your preferences have been changed. If the system does not allow you to change notification preferences, you receive an error message. Press ***** to exit and return to the Message Notification Menu.

Using Distribution Lists

Use distribution lists to send a voice-mail message to more than one system user at the same time. Members of lists can include any of the following:

- Users
- Remote users
- Blind addresses
- Groups
- General-delivery mailboxes
- Other public lists
- Other private lists



Note

Private lists cannot be members of public lists. They can only be members of other private lists that you own.

To access distribution lists, you can:

- Use your phone; see [Accessing the Distribution Lists Menu](#) below.
- Use the Cisco Unity Express GUI. Access the GUI using Microsoft Internet Explorer to connect to your Cisco Unity Express server, and log in using your alphanumeric user ID and password. Contact your system administrator if you do not know your server address, user ID or password.

Accessing the Distribution Lists Menu

To access the Distribution Lists Menu, perform the following steps:

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- Step 1** Perform steps in [“Accessing Cisco Unity Express by Phone”](#) to reach the main voice-mail menu.
- Step 2** Press **4** to access the Setup Options menu.
- Step 3** In the Setup Options menu, press **2**.
- Step 4** Press **4** to access voice-mail distribution lists.

In the Distribution Lists Menu, you can select the following actions by number:

1	Review your private distribution lists. See “Reviewing Your Private Distribution Lists” below.
2	Add or modify private distribution list members or recorded names. See “Adding a Private Distribution List” or “Modifying a Private Distribution List” below.
3	Delete a private distribution list. See “Deleting a Private Distribution List” below.
4	Review public distribution lists. See “Reviewing Public Distribution Lists” below.
5	Add or modify public distribution list members or recorded names. See “Adding a Public Distribution List” or “Modifying a Public Distribution List” below.
6	Delete a public distribution list. See “Deleting a Public Distribution List” below.

Configuring Private Distribution Lists

This section describes the following topics:

- [Reviewing Your Private Distribution Lists](#)
- [Adding a Private Distribution List](#)
- [Modifying a Private Distribution List](#)
- [Deleting a Private Distribution List](#)

Reviewing Your Private Distribution Lists

-
- Step 1** In the Distribution Lists Menu, press **1** to hear a listing of your private distribution lists.
- Step 2** Enter the list number (1 to 5) to hear the members of the list.

During list review, you can select the following actions by number:

3	Delete a member. Press during playback of member's name. Press 1 to confirm removal.
7	Repeat playback of previous member.
77	Rewind to beginning of list.
8	Pause playback.
9	Skip forward to next member.
99	Skip forward to final member of the list.

Adding a Private Distribution List

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- Step 1** In the Distribution Lists Menu, press **2**.
- Step 2** Enter the number of an empty, unconfigured list (1 to 5).
- Step 3** Follow the instructions in [“Modifying a Private Distribution List”](#) below to add one or more members to the list, or to record a list name. The list is saved and you have created a new distribution list.
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Modifying a Private Distribution List

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- Step 1** In the Distribution Lists Menu, press **2**.
- Step 2** Enter the list number (1 to 5).
- Step 3** Select one of the following actions by number:

1	Add a member to the list. See “Adding a Member to a Private Distribution List” below.
2	Play names of current list members. See options in “Reviewing Your Private Distribution Lists” or press # to exit.
3	Remove a member. See “Removing a Member from a Private Distribution List” below.
4	Record name of list. See “Recording the Name of a Private Distribution List” below.

Adding a Member to a Private Distribution List

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- Step 1** In the Distribution Lists Menu, press **2** and select the list number.
- Step 2** Press **1** to add a member.
- Step 3** Enter the member name (default), or press **##** to switch between addressing by name and addressing by number.
- Step 4** Press **#** after each entry.
- Step 5** Press **#** to add new member, or ***** to start a new search.

- Step 6** If multiple member names are presented, choose the member by number.
- Step 7** Press * to stop adding members.

Removing a Member from a Private Distribution List

- Step 1** In the Distribution Lists Menu, press **2** and select the list number.
- Step 2** Press **3** to delete a member.
- Step 3** Select one of the following actions by number:

1	Play names of current list members and remove during playback. See options in “Reviewing Your Private Distribution Lists” section on page 12. Press # to exit.
2	Remove a list member by name or extension: <ol style="list-style-type: none"> 1. Enter the member name (default), or press ## to switch from addressing by name to addressing by number. 2. Press # after each entry. 3. Press 1 to remove the member. 4. If multiple member names are presented, choose the member by number. 5. Press * to start a new search.

Recording the Name of a Private Distribution List

- Step 1** In the Distribution List Menu, press **2** and select the list number.
- Step 2** Press **4** to record the list name.
- Step 3** At the tone, record the list name.



Tip Record the number of the list and also the name.

- Step 4** During recording, you can select one of the following actions by number:

1 or *	Stop recording. The recording is played back. Press 1 to re-record, or * to keep the recorded name.
2	Save the recording. The recording is played back. Press 1 to re-record, or * to keep the recorded name.

Deleting a Private Distribution List

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- Step 1** In the Distribution Lists Menu, press **3**.
- Step 2** Enter the list number (1 to 5), or press **##** to switch from number entry to name entry. Spell the name of the distribution list. (**Note:** The name of the distribution list is the name that is configured in the Cisco Unity Express Graphical User Interface, *not* the spoken name that you created for the list following the steps in [Recording the Name of a Private Distribution List](#).)
- Step 3** If more than one list is found, choose the list number.
If only one list is found, press **#** to delete the list. Press ***** to start a new search.
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Configuring Public Distribution Lists

This section describes the following topics:

- [Reviewing Public Distribution Lists](#)
- [Adding a Public Distribution List](#)
- [Modifying a Public Distribution List](#)
- [Deleting a Public Distribution List](#)

Reviewing Public Distribution Lists

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- Step 1** In the Distribution Lists Menu, press **4**.
- Step 2** Enter the list number of the list that you want to review.
During list review, you can select the following actions by number:

3	Delete a member. Press during playback of member's name. Press 1 to confirm removal. Note You must be an owner of a public distribution list or be assigned the Manage Public Lists privilege to delete list members. Contact your system administrator for more information.
7	Repeat playback of previous member.
77	Rewind to beginning of list.
8	Pause playback.
9	Skip forward to next member.
99	Skip forward to final member of the list.

Adding a Public Distribution List



Note You must be assigned the Manage Public Lists privilege to add a public distribution list. Contact your system administrator for more information.

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- Step 1** In the Distribution Lists Menu, press **5**.
- Step 2** Enter the number of an empty, unconfigured list (1 to 5).
- Step 3** Follow the instructions in [“Modifying a Public Distribution List”](#) below to add one or more members to the list, or to record a list name. The list is saved and you have created a new distribution list.
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Modifying a Public Distribution List



Note You must be an owner of a public distribution list or be assigned the Manage Public Lists privilege to modify the list. Contact your system administrator for more information.

Adding a Member to a Public Distribution List

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- Step 1** In the Distribution Lists Menu, press **5** and select the list number.
- Step 2** Press **1** to add a member.
- Step 3** Enter the member name (default), or press **##** to switch from addressing by name to addressing by number.
- Step 4** Press **#** after each entry.
- Step 5** If multiple member names are presented, choose the member by number.
- Step 6** Press **#** to stop adding members.
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Removing a Member from a Public Distribution List

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- Step 1** In the Distribution Lists Menu, press **5** and select the list number.
- Step 2** Press **3** to delete a member.

Step 3 Select one of the following actions by number:

1	Play names of current list members and remove during playback. See options in “Reviewing Public Distribution Lists” section on page 15. Press # to exit.
2	Remove a list member by name or extension: <ol style="list-style-type: none"> 1. Enter the member name (default), or press ## to switch from addressing by name to addressing by number. 2. Press # after each entry. 3. If multiple member names are presented, choose the member by number.

Recording the Name of a Public Distribution List

Step 1 In the Distribution Lists Menu, press **5** and select the list number.

Step 2 Press **4** to record the list name.

Step 3 At the tone, record the list name.



Tip

Record the number of the list and also the name.

Step 4 During recording, you can select one of the following actions by number:

1 or *	Stop recording. The recording is played back. Press 1 to re-record, or * to keep the recorded name.
2	Save the recording. The recording is played back. Press 1 to re-record, or * to keep the recorded name.

Deleting a Public Distribution List



Note

You must be an owner of a public distribution list or be assigned the Manage Public Lists privilege to delete the list. Contact your system administrator for more information.

Step 1 In the Distribution Lists Menu, press **6**.

Step 2 Enter the list number (1 to 5), or press ## to switch from number entry to name entry. Spell the name of the distribution list.

Step 3 If more than one list is found, choose the list number.

If only one list is found, press # to delete the list. Press * to start a new search.

Changing Your Password

To change your voice-mail password, perform the following steps:

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- Step 1** Perform steps in [“Accessing Cisco Unity Express by Phone”](#) to reach the main voice-mail menu.
 - Step 2** Press **4** to access the Setup Options menu.
 - Step 3** Press **3** to access your personal settings.
 - Step 4** Press **1** to change your password.
 - Step 5** Enter your new password. Press **#** when you are finished.
 - Step 6** Enter your new password again to confirm, and press **#**.

**Note**

You can also change your password using the Cisco Unity Express Graphical User Interface (GUI). Access the GUI using Microsoft Internet Explorer to connect to your Cisco Unity Express server, and log in using your alphanumeric user ID and password. Contact your system administrator if you do not know your server address, user ID or password.

Changing Your Recorded Name

To change your recorded name, or the name that identifies you to callers, perform the following steps:

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- Step 1** Perform steps in [“Accessing Cisco Unity Express by Phone”](#) to reach the main voice-mail menu.
 - Step 2** Press **4** to access the Setup Options menu.
 - Step 3** Press **3** to access your personal settings.
 - Step 4** Press **2** to change your recorded name.
 - Step 5** To record a new name, wait for the tone and say your first and last name. When you are finished, press **#**.
 - Step 6** Your newly recorded name plays. Press ***** to keep it, or to re-record, wait for the tone and say your first and last name. When you are finished, press **#**.
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What to Do When Receiving Notifications by Phone

When you receive a call from Cisco Unity Express notifying you of a voice-mail message, you can:

- Enter **1** to turn off voice-mail notification to this phone number. If you disable notification, the system sends you a voice-mail message to tell you that notification has been turned off.
- Enter your extension and PIN to check your voice-mail messages. (This feature must be enabled by your system administrator.)

Receiving Voice-Mail Messages in Your E-mail

**Note**

This feature is not available on all systems. Contact your system administrator for more information.

You can set up Cisco Unity Express to deliver your voice-mail messages to an e-mail program. You must use a standard Internet Message Access Protocol (IMAP) e-mail client. Your voice-mail messages will be sent to your e-mail program as an e-mail file attachment in .wav file format. The file can be played with a media player such as Microsoft Windows Media Player.

The following e-mail programs are supported:

- IBM Lotus Notes (6.5, 6)
- Microsoft Outlook (2003, 2002, 2000)
- Microsoft Outlook Express 6.0

Downloading Voice-Mail Messages

You will need to see the documentation for your e-mail program for instructions on how to set up your program to retrieve IMAP messages.

Cisco Unity Express voice-mail messages are downloaded to a folder called “Inbox”. If you are having problems retrieving voice-mail messages, check the following:

- If you receive an “Authentication Failed” error—Be sure you are using the correct user ID and password to access your Cisco Unity Express account.
- If you receive a “Password Expired” error—Your password is expired and you must change it. You must log in to the Cisco Unity Express graphical user interface system to change your password.
- If you receive an “Authorisation Failed” error—You do not have the proper privileges to retrieve your voice-mail messages using e-mail. Contact your system administrator for assistance.

After Receiving Voice-Mail Messages

After you receive voice-mail messages in your e-mail, you can perform the following actions:

- Listen to messages—Typically, you can double-click the .wav file message attachment to listen to it.
- Change the status of a message—Mark a message as “read” or “unread”.
- Delete messages—Marks a message as “deleted” in your inbox, which also moves it into the deleted messages portion of your voice-mail system. Logging out of your e-mail client removes all deleted messages in your e-mail mailbox.

**Note**

Deleted messages must be purged to entirely remove the message from your system.

- Undelete messages—Changes the state of a message from “deleted” to “saved” and removes it from the deleted message storage space. As long as deleted messages have not been purged, you can undelete them.
- Purge deleted messages—Removes deleted messages from your e-mail client and server.

Updating the status of a message in your e-mail program also updates the message status on the voice-mail system. For example, marking a message as “Read” on your e-mail client will mark the message as saved on the telephone voice-mail system, and turn off your message-waiting indicator light on your phone if you have no other new messages.

**Note**

Not all of these actions may be supported by your e-mail program; see your e-mail program documentation for more information.

Private Voice-Mail Messages

You can only download the *headers*, or summaries, of voice-mail messages sent to you that have been marked “Private” by the sender. You must dial in to the voice-mail system to listen to the body of the private voice-mail message.

**Caution**

Do not delete a private message from your Inbox on your computer before listening to it. Deleting the message in your e-mail client deletes the actual voice-mail message from the system and you will not be able to listen to it.

Broadcast Messages

You can only download broadcast messages that you have previously listened to and saved through the telephone voice-mail system. New broadcast messages are not downloaded to your e-mail program.

Accessing Cisco Unity Express Using Your Cisco Unified IP Phone and VoiceView Express

This section provides information about using VoiceView Express and the buttons and soft keys on your Cisco Unified IP phone to browse, listen and manage voice-mail messages in your personal voice mailbox.

Use any of the following buttons at any time while using VoiceView Express:

Keypad	Press numbers to choose corresponding menu items. To enter multiple-digit numbers, press the first and subsequent numbers in quick succession. Press keys to enter data and special characters. Each key represents one or more alphanumeric characters. Continue to press the key to select the desired alphanumeric character from the subsequent menu.
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.

Soft keys engage the functions displayed as tabs on the LCD screen of your Cisco Unified IP phone. The following functions can be available at any time while using VoiceView Express, depending on which VoiceView Express window or menu appears. Activate the soft key function by pressing the corresponding soft key button.

<<	Navigate to edit characters. Use the backspace soft key to erase digits that were entered incorrectly.
Back	Discard operations that have not yet been executed or choices that have not been saved and display the previously viewed menu or window.
Cancel	Discard operations that have not yet been executed or choices that have not been saved and display the previously viewed menu or window.
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.

Personal Mailbox Menu

The Personal Mailbox menu only appears after you have successfully logged in to VoiceView Express. Using the Personal Mailbox menu, you can perform any of the following tasks:

- Open your inbox to list and manage your voice-mail messages.
- Send a voice-mail message to one or more recipients.
- Display the My Options menu for personalising settings.
- Open general delivery mailboxes to which you subscribe.
- Send a broadcast message, only if you have broadcast or local-broadcast privileges.
- Log out to terminate the VoiceView Express session.

Logging In To VoiceView Express



Tip

If your voice mailbox has not been initialised and you do not have a PIN, you cannot log in to VoiceView Express. To enable access to VoiceView Express, first call your voice mailbox from your own phone extension and set up your voice mailbox using the voice-mail system telephone user interface. For more information, see [Accessing Cisco Unity Express by Phone, page 3](#).

To log in and display the Personal Mailbox menu:

Step 1 Depending on how your system is configured, 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** line button.

Step 2 If the Personalisation Wizard window appears, press **OK** to continue, then:



Tip The Next function is available while using the wizard. Press the **Next** soft key to display the next window.

- To listen to your recorded name, choose **Listen** and press **Select**.
- To record your recorded 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 standard greeting, choose **Record**. Press **Select**, say your greeting, 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 keypad to enter your new PIN again. Press **Submit**.

Step 3 When the VoiceView Express Login window appears:



Caution

Always use the navigation button on your Cisco Unified IP phone to choose the PIN field before using the keypad to enter your PIN. If you enter your PIN before choosing the PIN field, your PIN will appear in clear text in the Mailbox ID field.

- 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**. Choose **PIN**, use the keypad to enter your PIN, then press **Submit**.

Step 4 If your voice mailbox is full or almost full, press **OK** and if necessary, delete messages now.

Step 5 If your voice mailbox contains a broadcast message, press **Listen** to play the message.

Step 6 If your voice mailbox contains an expired message, press **Listen**, **Save** or **Delete** for each expired message.

The Personal Mailbox menu appears.

Logging In if Your PIN Has Expired

To log in if the PIN Expired window appears:

-
- Step 1** Press **OK** to accept the message about your expired PIN.
 - Step 2** On the Change PIN window, use the keypad to enter a new PIN.
 - Step 3** Choose **Confirm** and use the keypad to enter your new PIN again.
 - Step 4** Press **Submit**. The Login window appears. See [“Logging In To VoiceView Express” section on page 21](#).
-

Retrieving and Sending Messages

The section contains the following information:

- [“Information About Soft Keys for Voice-Mail Messages” section on page 23](#)
- [“Listening to Messages” section on page 24](#)
- [“Replying to a Message” section on page 24](#)
- [“Forwarding a Message” section on page 25](#)
- [“Sending Messages” section on page 26](#)

Information About Soft Keys for Voice-Mail Messages



Tip

To display additional soft keys, press the **More** soft key.

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

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

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

Delete	Mark message as “deleted”. Message is permanently deleted when you exit VoiceView Express.
FwdMsg	Forward message to another voice mailbox. Not available for all messages.
Home	Display Personal Mailbox menu.
Listen	Play message again.
MrkNew	Mark message as “new”.
NxtMsg	Display information about the message listed just below this message on page.

PrevMsg	Display information about the message listed just above this message on page.
Reply	Switch on the microphone and begin recording message. Not available for all messages.
Re-Send	Send a Non-delivery Receipt (NDR) message again.
Save	Save message.

**Tip**

See [“Managing Your Inbox” section on page 27](#) to modify the order and type of messages listed in your inbox.

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

Home	Display Personal Mailbox menu.
Next Pg	Display the next page of inbox.
Prev Pg	Display the previous page.

Listening to Messages

To open your inbox and listen to voice-mail messages:

- Step 1** Perform steps in [“Logging In To VoiceView Express” section on page 21](#) to display the Personal Mailbox menu.
- Step 2** From the Personal Mailbox menu, choose **Inbox** and press **Select**.
- Step 3** Choose a message and press **Select**.
- Step 4** Press **Listen**.

Replying to a Message

To reply to a message immediately after listening to the message:

- Step 1** To reply to a message after listening to a voice-mail message, press **Reply**.
- Step 2** Record your message, then press **Stop**. The Send Message menu appears.

- Step 3** 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 the microphone and begin recording. Record 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. See [“Specifying Delivery Time” section on page 27](#) to schedule delivery of message to be sent.

Forwarding a Message

To forward a message with or without recording an introduction:

-
- Step 1** To forward a message after listening to a voice-mail message, press **FwdMsg**.
- Step 2** 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.
- Step 3** Press **Submit**. The Matching Address menu appears.
- Step 4** Choose the desired address and press **Add** to build a recipient list.
- Step 5** After adding an address, press any of the following soft keys:
- AddMore—Return to Address by Number window to add additional addresses to the recipient list.
 - Remove—Remove address from list. You cannot empty the list by removing the only recipient.
 - Cancel—Cancel operation.
 - Done—Display the Send Message menu.
- Step 6** To send immediately after recording the message, press **Send**; otherwise, choose any of the following and press **Select**:
- Listen to Introduction—Play recorded introduction for message to be sent.
 - Record Introduction—Switch on the microphone and begin recording. Record 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. See [“Specifying Delivery Time” section on page 27](#) to schedule delivery of message to be sent.
-

Sending Messages

To record and send a voice-mail message:

-
- Step 1** Perform steps in [“Logging In To VoiceView Express”](#) section on page 21 to display the Personal Mailbox menu.
- Step 2** From the Personal Mailbox menu: Choose **Send Message** and press **Select**.
- Step 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.
- Step 4** Press **Submit**. The Matching Address menu appears.
- Step 5** Choose the desired address and press **Add** to build a recipient list.
- Step 6** After adding an address, press any of the following soft keys:
- **AddMore**—Return to Address by Number window to add additional addresses to the recipient list.
 - **Remove**—Remove address from list. You cannot empty the list by removing the only recipient.
 - **Cancel**—Cancel operation.
 - **Record**—Switch on the microphone and begin recording. Record your message, then press **Stop**. The Send Message menu appears.
- Step 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 the microphone and begin recording. Record 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. See [“Specifying Delivery Time”](#) section on page 27 to schedule delivery of message to be sent.
-

Specifying Delivery Time

**Tip**

The item number for each hour is the corresponding designator in 24-hour clock format. For example, “17” is the item number for 5 p.m. The item number for each minute is 1 to 59 and 60, where “60” is the item number for zero minutes.

To specify the delivery time for a voice-mail message to be sent:

-
- Step 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 on the same day; 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; then: 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**.
- Step 2** When the Send Message menu appears with the modified date and time displayed under the “Message Delivery Time”, press **Send**.
-

Managing Your Inbox

Messages in your inbox are listed on message pages. Messages are sorted by default in the following order:

- New Urgent (NU)
- New (N)
- Saved (S)

Messages within each category are sorted in the order they are received. Only 32 messages are listed on a page at a time. When there are more than 32 messages in your inbox, additional message pages are required. Message numbering restarts with 1 on each subsequent page so messages on each page are numbered 1 to 32.

**Note**

Changes to sort order and filters apply to your inbox during the current VoiceView Express session only.

Changing the Sort Order of Your Inbox

To change the sort order of messages in your inbox:

-
- Step 1** Perform the steps in [“Logging In To VoiceView Express” section on page 21](#) to display the Personal Mailbox menu.
 - Step 2** From the Personal Mailbox menu, choose **Inbox** and press **Select**.
 - Step 3** Press **More**, then press **Sort** to display the Voice Mail Sort menu.
 - Step 4** Choose a sort order and press **Select** to display your inbox, which is sorted in the new order.
-

Filtering Messages in Your Inbox

To view a list of all messages of a single category in your inbox:

-
- Step 1** Perform the steps in [“Logging In To VoiceView Express” section on page 21](#) to display the Personal Mailbox menu.
 - Step 2** From the Personal Mailbox menu, choose **Inbox** and press **Select**.
 - Step 3** Press **More**, then press **List** to display the Voice Mail List Type menu.
 - Step 4** Choose a message type.



Tip All messages—Lists all messages, sorted according to your desired sort order. See [“Changing the Sort Order of Your Inbox” section on page 28](#) to change the sort order of your inbox.

- Step 5** Press **Select** to display your inbox, which only lists the messages of the specified type.
-

Personalising Your Settings

This section contains the following information:

- [“Managing Your Greetings” section on page 29](#)
- [“Managing Message Settings” section on page 29](#)
- [“Changing Your PIN” section on page 31](#)
- [“Recording Your Name” section on page 32](#)
- [“Configuring Your Zero-out Number” section on page 32](#)

Managing Your Greetings

Greetings are messages that callers hear when they reach your voicemail.

- Standard Greeting—Normal greeting that callers hear. This can be either the default greeting or a personalised greeting that you have recorded and chosen as your standard greeting.
- Alternate greeting—Special greeting that is recorded by you and is turned on or off using the Greetings menu.

To manage your greetings:

-
- Step 1** Perform the steps in “[Logging In To VoiceView Express](#)” section on page 21 to display the Personal Mailbox menu.
- Step 2** From the Personal Mailbox menu, choose **My Options** and press **Select**.
- Step 3** From the My Options menu, choose **Greetings** and press **Select**.



Tip On the Greetings menu, “(Active)” appears next to the greeting that callers hear when they reach your voice mailbox.

- Step 4** From the Greetings menu, choose **Standard** or **Alternate** and press **Select**, then:
- To listen to the greeting, choose **Listen** and press **Select**. The greeting plays.
 - To re-record the greeting, choose **Record**. Press **Select**, record your greeting, then press **Stop**.
 - To activate a greeting and automatically deactivate the other greeting, choose **Activate** and press **Select**.
-

Managing Message Settings

The Message Notification feature allows the voice-mail system to inform you of new voicemail, based on preference and schedule, by calling a phone or numeric pager, or by creating and sending a text message to a text pager or an e-mail address. The types of messages for which notifications can be sent is configured by the system administrator.



Note Not all menu items are valid for all users. If you receive a “message notification is disabled” message while attempting to perform this procedure, this feature is disabled.

To edit or configure message notification settings:

-
- Step 1** Perform the steps in “[Logging In To VoiceView Express](#)” section on page 21 to display the personal Mailbox menu.
- Step 2** From the Personal Mailbox menu, choose **My Options** and press **Select**.
- Step 3** From the My Options menu, choose **Message Settings** and press **Select**.
- Step 4** From the Message Settings menu, choose **Message Notifications** and press **Select**.
- Step 5** Choose the notification device to be configured and press **Select**.

Step 6 From the device menu, choose any of the following and press **Select**:

- Turn Off (On) Notifications—Disable or enable the sending of notifications to this device.
- Edit Number—Display the Edit Number window for editing the number of a phone based notification device, then:



Tip

The characters permitted in Number are 0-9. Include any numbers required to access an outside line in the number field. Removing the phone number by leaving it blank will automatically disable this device.

On the Edit Number window, press << to erase the digits to be changed. Use the keypad to enter the new number. Press **Submit**.

- Extra Digits—Display the Edit Extra Digits window for changing or configuring extra digits to be dialed after this phone based device answers, then:



Tip

The characters permitted in extra digits are 0-9, #, *, and to insert a pause, a plus sign (+). Up to 64 characters are permitted.

Press << to erase the digits to be changed, if required. Use the keypad to enter an extra digit. To enter a plus sign (+), press # and continue to press # to choose “+” from the subsequent menu. Repeat for each extra digit to be added, then press **Submit**.

- Notification Preference—Display the Notification Trigger menu for editing the notification preferences for this device; then: Choose the desired trigger and press **Select**. If the specified trigger is not allowed, an error message appears.
- Notification Schedule—Display the Notification Schedule menu. See [“Editing the Notification Schedule” section on page 31](#) to use the Notification menu for a device.

If the notification device is a text pager or an e-mail device, choose any of the following additional items from the device menu and press **Select**:

- Edit E-mail Address—Display the Edit Number window, then: (Optional) Press << to erase the portion of the address to be changed. Use the keypad to enter the address. To enter a hyphen (-), underline (_), or full stop (.), press 0 and continue to press 0 to choose the desired character from the subsequent menu. To enter the at symbol (@), press * and continue to press * to choose @ from the subsequent menu. Repeat for each alphanumeric character to be added, then press **Submit**.
 - Attach Voice Message Yes (No)—Enable or disable the Attach Voice Message feature for notifications. This item is for e-mail only.
 - Edit Text—Add or edit text to be added to the body of a notification. Press << to erase the portion of the text to be changed. Use the keypad to enter the new text, then press **Submit**.
-

Editing the Notification Schedule

**Tip**

The item number for each hour is the corresponding designator in 24-hour clock format. For example, “17” is the item number for 5 p.m.

To use the Notification Schedule menu for a device:

-
- Step 1** From the Notification Schedule menu, choose one of the following and press **Select**:
- View Current Schedule—View the weekly notification schedule for this device.
 - Edit a Particular Day—Modify parameters for a day of the week to be specified. Choose the day of the week to be modified and press **Select**.
 - Edit for all days—Modify parameters for all days.
 - Edit for the weekdays—Modify parameters for Monday to Friday only.
- Step 2** To designate start and stop time for enabling or disabling notification, choose **Enable time range** or **Disable time range** and press **Select**, then:
- a. Choose the hour for starting the desired action and press **Select**.
 - b. Choose one of the following and press **Select**.
 - 1—Perform the action on the hour
 - 2—Perform the action on the half hour
 - c. Choose the hour for stopping the desired action and press **Select**. The Stop time must occur after the specified Start time, between 12 a.m. and 11:59 p.m. on the same calendar day.
 - d. Choose one of the following and press **Select**.
 - 1—Perform the action on the hour
 - 2—Perform the action on the half hour
 - e. When the “Schedule changed successfully” message appears, press **Ok** to return to the device menu.
- Step 3** To enable or disable notifications for an entire calendar day, from 12 a.m. to 11:59 p.m., choose **Enable whole days** or **Disable whole days** and press **Select**.
- Step 4** When the “Schedule changed successfully” message appears, press **Ok** to return to the device menu.
-

Changing Your PIN

To change your PIN:

-
- Step 1** Perform the steps in [“Logging In To VoiceView Express” section on page 21](#) to display the Personal Mailbox menu.
- Step 2** From the Personal Mailbox menu, choose **My Options** and press **Select**.
- Step 3** From the My Options menu, choose **Personal Settings** and press **Select**.
- Step 4** From the Personal Settings menu, choose **Change PIN** and press **Select** to display the Change PIN window.

- Step 5** Use the keypad to enter your new PIN.
- Step 6** Choose **Confirm**.
- Step 7** Use the keypad to enter your new PIN again, then press **Submit**.
- Step 8** When “Your new PIN is now active” appears, press **Ok**.
-

Recording Your Name

To record your recorded name:

-
- Step 1** Perform the steps in [“Logging In To VoiceView Express” section on page 21](#) to display the Personal Mailbox menu.
- Step 2** From the Personal Mailbox menu, choose **My Options** and press **Select**.
- Step 3** From the My Options menu, choose **Personal Settings** and press **Select**.
- Step 4** From the Personal Settings menu, choose **Change Recorded Name**.
- Step 5** Press **Select** to display the Recorded Name menu, then:
- To listen to your recorded name, choose **Listen** and press **Select**.
 - To record a new recorded name, choose **Record**. Press **Select**, record your name, then press **Stop**.
-

Configuring Your Zero-out Number

A zero-out number is the number to which the incoming call is redirected if the caller presses 0 after reaching your voice mailbox.

To add or modify your zero-out number:

-
- Step 1** Perform the steps in [“Logging In To VoiceView Express” section on page 21](#) to display the Personal Mailbox menu.
- Step 2** From the Personal Mailbox menu, choose **My Options** and press **Select**.
- Step 3** From the My Options menu, choose **Zero Out Number** and press **Select**. The Zero Out Number window appears.
- Step 4** (Optional) Press << to erase the digits to be edited.
- Step 5** Use the keypad to enter the zero-out number, then press **Submit**.
-

Logging In to General Delivery Mailboxes

**Note**

This section is only applicable if you subscribe to one or more General Delivery Mailboxes.

To log in to a general delivery mailbox:

-
- Step 1** Perform the steps in [“Logging In To VoiceView Express” section on page 21](#) to display the Personal Mailbox menu.
- Step 2** From the Personal Mailbox menu, choose **General Delivery Mailboxes** and press **Select**. The General Delivery Mailboxes menu with all general delivery mailboxes to which you subscribe appears.
- Step 3** Choose the desired mailbox and press **Select**.
-

Administering Broadcast Messages

**Note**

The “Administer Broadcast Msgs” item is only listed in your Personal Mailbox menu if you have broadcast or local-broadcast privileges.

This section contains the following information:

- [“Sending Broadcast Messages to a Local Location or All Locations” section on page 33.](#)
- [“Sending Broadcast Messages to Select Locations” section on page 34.](#)
- [“Specifying Start or End Time” section on page 35.](#)

Sending Broadcast Messages to a Local Location or All Locations

**Note**

Not all menu items are available for all users. Items in the Send Broadcast Message menu correspond to your broadcast privileges. If you receive a “networking messaging is disabled” message, networking messaging is disabled.

To record and send a broadcast message to a local location or all locations:

-
- Step 1** Perform the steps in [“Logging In To VoiceView Express” section on page 21](#) to display the Personal Mailbox menu.
- Step 2** From the Personal Mailbox menu, choose **Administer Broadcast Msgs** and press **Select**. The Send Broadcast Messages menu appears. Choose **Local Location** or **All Locations**.
- Step 3** To record your message, press **Select**, record your message, then press **Stop**. The Send Broadcast Message window appears. To cancel recording, press **Stop** immediately, then press **Cancel**.
- Step 4** Review the start and end time for the broadcast message, then press **Cancel** to cancel the message or press **OK** to display the Send Broadcast Message menu.

- Step 5** To send the message immediately, press **Send**; otherwise, choose any of the following and press **Select**:
- Listen to Recorded Message—Play message to be sent.
 - Record Again—Switch on the microphone and begin recording. Record your message, then press **Stop**.
 - Review Start & Stop Time—Display window, then press **Cancel** to cancel the message or press **OK** to accept the start and end time for the broadcast message.
 - Set Start Time—Display the Set Start Time menu. See “[Specifying Start or End Time](#)” section on [page 35](#) to modify the start time.
 - Set End Time—Display the End Time menu. See “[Specifying Start or End Time](#)” section on [page 35](#) to modify the end time.
-

Sending Broadcast Messages to Select Locations



Note

Not all menu items are valid for all users. If you receive a “Networking messaging is disabled” message, this feature is disabled.

To record and send a broadcast message to select locations:

- Step 1** Perform the steps in “[Logging In To VoiceView Express](#)” section on [page 21](#) to display the Personal Mailbox menu.
- Step 2** From the Personal Mailbox menu, choose **Administer Broadcast Msgs** and press **Select**. The Send Broadcast Messages menu appears.
- Step 3** Choose **Select Locations**.
- Step 4** Address message by location ID number or (optional) press **Name**, then:
- To address by location ID, use the keypad to enter the exact location ID number.
 - To address by location name, use the keypad to enter the location name or partial location name to search for matching names. Each key represents one or more characters. Continue to rapidly press the key to select the desired letter from the menu.
- Step 5** Press **Submit**. The Matching Address menu appears.
- Step 6** Choose the desired address and press **Add** to build a recipient list.
- Step 7** After adding an address, press any of the following soft keys:
- AddMore—Return to Address by Number window and add another address to the recipient list.
 - Remove—Remove address from list. You cannot empty the list by removing the only recipient.
 - Cancel—Cancel operation.
 - Record—Switch on the microphone and begin recording. Record your message, then press **Stop**. To cancel recording, press **Stop** immediately, then press **Cancel**.
- Step 8** After recording the message, review the start and end time for the broadcast message. Press **Cancel** to cancel the message or press **OK** to display the Send Broadcast Message menu.

- Step 9** To send the message immediately, press **Send**; otherwise, choose one of the following and press **Select**.
- Listen to Recorded Message—Play message to be sent.
 - Record Again—Switch on the microphone and begin recording. Record your message, then press **Stop**.
 - Edit Recipients—Return to Recipient List menu where you can add or remove recipients.
 - Review Start & Stop Time—Display window, then press **Cancel** to cancel the message or press **OK** to accept the start and end time for the broadcast message.
 - Set Start Time—Display the Set Start Time menu. See “[Specifying Start or End Time](#)” section on [page 35](#) to modify the start time.
 - Set End Time—Display the Set End Time menu. See “[Specifying Start or End Time](#)” section on [page 35](#) to modify the end time.
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Specifying Start or End Time

To specify a start or end time for a broadcast message to be sent:

- Step 1** From the menu, choose one of the following and press **Select**. After you make your selection and perform any additional required steps, the Send Broadcast Message window will appear.
- Immediately—Start or end this message immediately.
 - Later Today—Display the menu for starting this message at a specified time later on the same day; then: Choose the hour and press **Select**. Choose the minute and press **Select**.
 - Tomorrow—Display the next menu for starting this message at a specified time tomorrow; then: Choose the hour and press **Select**. Choose the minute and press **Select**.
 - Select Start Time—Display the next menu for starting this message at a future date and time, up to one year from now; then: Choose the month and press **Select**. Choose the date and press **Select**. Choose the hour and press **Select**. Choose the minute and press **Select**. This item is on the Set Start Time menu only.
 - Select End Time—Display the next menu for ending this message at a future date and time, up to one year from now; then: Choose the month and press **Select**. Choose the date and press **Select**. Choose the hour and press **Select**. Choose the minute and press **Select**. This item is on the Set End Time menu only.
 - Indefinitely—Enable this broadcast message to be available forever. This item is on the Set End Time menu only.
- Step 2** Review start and end time for the broadcast message, then press **Cancel** to cancel the message or press **OK** to display the Send Broadcast Message menu.
- Step 3** To send the message with specified start and end time, press **Send**. “Message Sent” appears. Press **OK**.

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