To access VoiceView Express

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.
   - When the VoiceView Express Login window appears:
     - If you are using your Cisco Unified IP phone, choose PIN, use the keypad to enter your PIN, then press Submit. The Personal Mailbox menu appears.
     - If you are a 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. The Personal Mailbox menu appears.
     - 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. The Personal Mailbox menu appears.
     - 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.
     - If your voice mailbox contains an expired message, press Listen, Save, or Delete for each expired message.

To listen to messages

1. Perform steps in “To access VoiceView Express” display the Personal Mailbox menu.
2. From the Personal Mailbox menu, choose Inbox and press Select.
3. From the Inbox menu, choose a message and press Select.
4. Press Listen.

During message playback, 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—Delete message.
- FwdMsg—Forward message to another voice.
- 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 after this message.
- PrevMsg—Display information about the message listed just above this message.
- Reply—Send reply. Not available for all messages.
- Re-Send—Send a Nondelivery Receipt (NDR) message again.
- Save—Save message.

To reply to a message

1. After listening to a voice-mail message, press Reply.
2. Say your message, then press Stop. The Send Message menu appears.
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 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.
To send a message

1. Perform steps in “To access VoiceView Express” 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.
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 additional addresses to the recipient list.
   - Cancel—Cancel operation.
7. To send immediately after recording the message, press Send; otherwise, choose any of the following and press Select:
   - Record 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.
8. Message Delivery Time—Display Send Message menu. Performs steps in “To specify delivery time” to schedule delivery of message to be sent.

To specify 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.
2. 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.
3. When the Send Message menu appears with the modified date and time displayed, press Send.

To personalize your settings

1. Perform steps in “To access VoiceView Express” to display the Personal Mailbox menu.
2. From the Personal Mailbox menu, choose My Options and press Select.

To manage your greetings:

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

To manage message settings:


To change your PIN:

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.
6. To rerecord your name:
   - Choose Personal Settings and press Select.
   - 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.
   - To configure your zero-out number:
     - Choose Zero Out Number and press Select.
     - (Optional) Press << to erase the digits to be edited.

At any time


Use any of the following buttons on your Cisco Unified IP phone at any time 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 at any time 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 executed operations or unsaved choices and display the previously viewed menu or window.
- Cancel—Discard not yet executed 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.