Set Up Your Voice Mailbox

1. 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 Submit.
   - Press Services.
   - Press the VoiceView Express soft key.

   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.

Access VoiceView Express

1. Perform step 1 in “Set Up Your Voice Mailbox”.

2. To display the Personal Mailbox menu after the VoiceView Express Login window appears:
   - 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 personalized 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.

Listen to Voice Messages or Manage Faxes

1. Perform step 1 in “Set Up Your Voice Mailbox” to display the Personal Mailbox menu.

2. From the Personal Mailbox menu, choose Inbox and press Select.

3. 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.

   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 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.

4. For faxes, choose a fax and press Select.
   a. Press Options.
   b. 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

1. After listening to a voice-mail message, press Reply.

2. To reply by voice mail, choose 1, Reply via Voice Mail, then press Select.
   a. Say your message, then press Stop. The Send Message menu appears.
   b. 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.
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.
4. To send a message to a non-subscriber, press # followed by the extension.
5. Press Submit. The Matching Address menu appears.
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.
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.
   - 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.
2. 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.
3. 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.
4. When the Send Message menu appears with the modified date and time displayed, press Send.

Personalize 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.
3. To initiate a Live Reply call, press
   - More—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.
4. Remove—Remove address from list. You cannot empty the list by removing the only recipient.
5. To send immediately after recording the message, press Send; otherwise, choose any of the following and press Select:
   - To send a message to a non-subscriber, press # followed by the extension.
   - Press Submit. The Matching Address menu appears.
   - 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.
6. 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.
7. To address by name, use the keypad to enter the recipient's name or partial name to search for matching names.
8. To send a message to a non-subscriber, press # followed by the extension.
10. Note: If activated by your administrator, you can search the global directory. Press Global.
11. Choose the desired address and press Add to build a recipient list.
12. 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.
13. Remove—Remove address from list. You cannot empty the list by removing the only recipient.
14. To send immediately after recording the message, press Send; otherwise, choose any of the following and press Select:
   - 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.
   - When the Send Message menu appears with the modified date and time displayed, press Send.