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.
   • Press the VoiceView Express line button.

2. When the Personalization Wizard window appears, press OK to continue, then:

   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.

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:

   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.

Notice

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

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—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.

4. For faxes, choose a fax and press Select.

   a. If available, choose Preview.
   b. Use the keypad and soft keys to navigate the fax document shown on the screen.
   c. 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.
   - If available, choose Preview Fax.

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.

Tip

Press the Next soft key to display the next window.
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 non-subscriber, press #4 followed by the extension.
   Note: If activated by your administrator, you can search the global directory. Press Global.
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.
   - Mark as Secure—Mark or unmark message to be sent.
   - Mark as Private—Mark or unmark message to be sent.
   - Message Delivery Time—Display the Message Delivery Time menu. Performs steps in “Specify a Delivery Time” to schedule delivery of message to be sent.
   - More—Display additional soft keys.
   - Logout—(Personal Mailbox window only) Exit the VoiceView Express feature.
   - Services button—Access or exit VoiceView Express.
   - Options—Access the VoiceView Express feature.
   - Previous—Display the previous page.
   - Next Pg—Display the next page.
   - Back—Discard not yet completed operations or unsaved choices and display the previously viewed menu or window.
   - Cancel—Discard uncompleted operations.
   - 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.
   - Prev Pg—Display the previous page.
   - Home—Display the first page.
   - Back—Discard not yet completed operations or unsaved choices and display the previously viewed menu or window.
   - Cancel—Discard uncompleted operations.
   - 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.
   - Prev Pg—Display the previous page.
   - Home—Display the first page.
   - For more information, see the related documents:

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 following information: 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 specified time tomorrow. Then, choose the hour and press Select. Choose the minute and press Select.
   - More—Display additional soft keys.
   - Logout—(Personal Mailbox window only) Exit the VoiceView Express feature.
   - Options—Access the VoiceView Express feature.
   - Previous—Display the previous page.
   - Next Pg—Display the next page.
   - Back—Discard not yet completed operations or unsaved choices and display the previously viewed menu or window.
   - Cancel—Discard uncompleted operations.
   - 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.
   - Prev Pg—Display the previous page.
   - Home—Display the first page.
   - For more information, see the related documents:

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. 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:
- 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. 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 uncompleted operations.
- 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.
- Prev Pg—Display the previous page.
- Home—Display the first page.
For more information, see the related documents: