

Accessing Voicemail from an External Line

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Introduction

This article is one in a series to assist in the setup, troubleshooting, and maintenance of Cisco Small Business products.

Q. How can I access my voicemail system from dialing in from an external line?

A.

In accessing the voice mail, complete these instructions below.

- 1) Setting-up the Voicemail
- 2) Power Cycling

Setting-up the Voicemail

Step 1:

Expand the Auto Attendant Dial Plan (AA Dial Plan) and include a rule that enables you to transfer a call to voicemail management when the caller from outside presses a key.

Note: This article assumes that the Auto Attendant (AA) will answer any external caller.

Subscriber Information			
Display Name:	<input type="text"/>	User ID:	<input type="text"/>
Password:	<input type="text"/>	Use Auth ID:	<input type="text" value="no"/>
Auth ID:	<input type="text"/>	Call Capacity:	<input type="text" value="unlimited"/>
Contact List:	<input type="text" value="aa"/>		
Cfwd No Ans Delay:	<input type="text" value="20"/>		
Dial Plan			
Dial Plan:	<input type="text" value="(<9:>xx.)"/>		

Step 2:

Under *Auto Attendant Parameters*, look for *AA Dial Plan 1* then enter "(10x|xxx|*:800@192.168.1.100:5090>)" in the field.

Note: In this example, we use the IP address "192.168.1.100" for the SPA-400.

This means that the caller will be directed to voicemail management after pressing the star/asterisk (*) key. The resulting *Auto Attendant Dial Plan 1* should look like this:

Auto Attendant Parameters

AA Dial Plan 1:	(10x xxx. <*:800@192.168.1.100:5090>)
AA Dial Plan 2:	(<:10>x xxx <*:800@192.168.1.100:5090>)
AA script 1:	<aa><form "menu"><audio src="prompt1" bargein="T"/></form>
AA script 2:	
AA script 3:	"(10x xxx <*:800@192.168.1.100:5090>)"
DayTime AA:	
DayTime AA Script:	1
DayTime Answer Delay:	12
NightTime AA:	no
NightTime AA Script:	1
NightTime Answer Delay:	0
Weekend/Holiday AA:	no
Weekend/Holiday AA Script:	1
Weekends/Holidays:	
Weekend/Holiday Answer Delay:	0

Enter
in the field.

Step 3:

Click .

Note: Make these changes when using SPA9000 with SPA400 voice mail. This does not apply to other voice mail configurations.

After the changes made power cycle the SPA-400. For instructions, complete these steps:

Power Cycling

Step 1:

Unplug the SPA400's power cable and wait for 30 seconds.

Step 2:

Plug in the SPA400's power cable and wait for its lights to appear stable.

Related Information

- [Technical Support & Documentation – Cisco Systems](#)