



## Voicemail

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## Your Voicemail Account

You can access your personal voice messages directly from your phone. But your administrator must set up your voicemail account, and may also set up your phone to access the voicemail system.

If your administrator has enabled the **Messages** softkey on your phone, you can use the softkey to access the voicemail system.

When you aren't at your desk, you can call your voicemail system to access your voicemail. Your administrator can give you the voicemail system phone number.

Because each voicemail system is different, we can't tell you how to use your voicemail system. For information about your voicemail commands, see the voicemail system user documentation or contact your administrator.

## Set up Voicemail on Your Phone

If your administrator has not set up your personal voicemail phone number on your phone, you can set it up yourself.

### Procedure

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- Step 1** Press **Settings**.
  - Step 2** Select **User preferences > Call preferences**.
  - Step 3** Enter your personal voicemail phone number in **Voice mail**.
  - Step 4** Press **Set**.
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## Check New Voice Messages

To find out if you have new voicemail messages, look for one of these signs:

- The light strip on your handset is solid red.
- The number of missed calls and voicemail messages is displayed on your screen. If you have more than 99 new messages, a plus (+) sign is displayed.
- An exclamation mark (!) indicates urgent voicemail messages.

Cisco IP Phone 6800 Series, 7800 Series, and 8800 Series: You will also hear a stutter tone played from your handset, headset, or speakerphone when you use a phone line. This stutter tone is line-specific. You only hear it when you use a line that has voice messages.

Cisco IP Conference Phone 7832 and 8832: You will hear a stutter tone played from the speakerphone when you use the phone line. You only hear it when the line has a voice message.

## Access Voicemail

### Before you begin

Your administrator must enable the **Messages** softkey on your phone.

### Procedure

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**Step 1** Press **Messages**.

**Step 2** Do one of the following actions:

- 6800: Press **Messages**  or **Messages**.
- 7800 and 8800: Press **Messages** .
- 7832 and 8832: Press **Messages**.

**Step 3** Follow the voice prompts.

**Note** For details on voicemail features and PIN rules, see [Set up and manage your voicemail](#).

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## Access Audio Voicemail

Depending upon how your administrator has set up your phone, you can retrieve your personal voicemail without viewing a list of messages. This option is useful if you prefer a list of voicemail messages, but you occasionally access your messages without the visual prompts.

## Procedure

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- Step 1** In the screen, press the **Audio** softkey.
- Step 2** When prompted, enter your voicemail credentials.
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