

# Phone & Voice Mailbox

## Quick Reference

### Set Up Your Voice Mailbox

If this is your first time accessing your voice mailbox and you do not have a Password (PIN), you must contact the ACS Helpdesk at extension 7538.

You are prompted to set up a recorded name and personal greeting and change your password. To exit , press \* .

To create a recorded name that identifies you to callers:

1. The system states you have no recorded name. To record a name, press **1** .
2. At the tone, say your first and last name. When done, press **#** .
3. Your newly recorded name plays. Press **#** to keep it, or **1** to rerecord.

To record a personal greeting:

1. The standard greeting plays. To keep this greeting, press **#**.
2. To record a new standard greeting, press **1**. Speak your greeting. When done, press **#**.
3. Your newly recorded greeting plays. To accept this greeting and continue, press **#**. To rerecord, press **1**.

To change your password (PIN):

1. Enter your new password, which must be at least 4 digits. Press when **#** done.
2. Re-enter your new password, then press **#**.

To change to another available language:

1. Choose **4** Setup Options, then **4** Language Options.

### Access Your Voice Mailbox

To access the voicemail system, press **00**

Or press \* followed by the extension and pressing \* again.

If calling from off-campus, dial 918-343-7875.

- If asked for a PIN, enter it and press **#**. **Note:** If you are calling from someone else's phone, you must press \* to enter your own ID (extension) and press **#**. Then enter your PIN and press **#** again.
- If you are asked for your ID (extension), enter it and press **#**. Then enter your PIN and press **#** again.

### Listen to Messages

Perform steps in "Access Your Voice Mailbox" to reach the main voice-mail menu.

- Press **1** to listen to new messages.
- Press **3** to listen to old messages, then:
  - Press **1** to listen to saved messages.
  - Press **2** to listen to deleted messages.

During message summary or playback, you can press the following numbers:



- 1** Restart message summary or playback
- 2** Save message
- 3** Delete message
- 4** Reply to message
- 44** Initiate a Live Reply call to message sender
- 5** Forward message
- 6** Save message as new
- 7** Go back 3 seconds or, if paused, go back 3 seconds and continue playback
- 8** Pause message or, if paused, continue playback
- 9** Go forward 3 seconds or, if paused, go forward 3 seconds and continue playback
- #** Skip summary or message

### Anytime



Press \* to cancel, exit, or back up.

Press # to skip or move ahead, complete or confirm addressing, accept changes, and start and stop recording.

## How To Transfer A Caller

1. Press 
2. Enter the phone number or extension to transfer to.
3. Press 

## How To Make Conference Calls

1. Press 
2. Enter the phone number or extension.
3. Press 
4. Repeat 1 through 3 until all parties have joined.

## Voice Mailbox Shortcuts

Retrieve Messages	During or After Playback
<b>1</b> New <b>3 1</b> Saved <b>3 2</b> Deleted	<b>1</b> Restart <b>2</b> Save <b>3</b> Delete <b>4</b> Reply (and begin recording) <b>4 1</b> Stop recording/ listen <b>4 3</b> Delete recording/restart <b>4 #</b> Stop recording <b>4 # 1 2</b> Mark as urgent <b>4 # 1 3</b> Mark as private <b>4 # 1 9 3</b> Mark as secure <b>4 # #</b> Send (see "After Recording a Reply")
	<b>4 4</b> Live reply <b>5</b> Forward with optional recording <b>5 1</b> Stop optional recording/listen <b>5 3</b> Delete optional recording <b>5 #</b> Stop optional recording <b>5 # 1 1</b> Mark as private <b>5 # 1 2</b> Mark as urgent <b>5 # 1 9 3</b> Mark as secure <b>5 # #</b> Send optional recording <b>6</b> Save as new <b>9</b> Message Properties

During Playback Only	
<b>7</b> Go back 3 seconds	<b>8 9</b> Restart from next 3 seconds
<b>8</b> Pause message	<b>9</b> Go forward 3 seconds
<b>8 7</b> Restart from prior 3 seconds	<b>#</b> Skip message summary
<b>8 8</b> Restart	
<b>For a selected fax, press 8 to print</b>	
<b>After Recording a Reply</b>	
<b>#</b> Send	<b>1 3</b> Special delivery options
<b>1</b> Message Options	<b>1 4</b> Review the message
<b>1 1</b> Change address	<b>1 #</b> Send
<b>1 2</b> Change recording	<b>1 *</b> Cancel

Change Preferences	
<b>4</b> Setup Options	<b>1</b> Greetings <b>1 1</b> Rerecord greeting <b>1 2</b> Alternate greeting on/off <b>1 3</b> Edit greetings <b>1 3 1</b> Edit standard greeting <b>1 3 2</b> Edit alternate greeting <b>1 4</b> Hear all greetings <b>2</b> Message settings
	<b>2 1</b> Set up message notification <b>2 1 5</b> Cascading notification <b>2 4</b> Distribution lists <b>3</b> Personal settings <b>3 1</b> Change password <b>3 2</b> Change recorded name <b>4</b> Language options (if available)



### Your Phone





Cisco IP Phone 7841 shown.

- 1 Incoming call or voicemail indicator
- 2 Line and feature buttons
- 3 Softkeys
- 4 Navigation
- 5 Hold, Transfer, and Conference
- 6 Speakerphone, Headset, and Mute
- 7 Voicemail, Applications, and Directory
- 8 Volume

### Line and Feature Buttons

Use line and feature buttons to view calls on a line, or access features such as Speed Dial.

Buttons illuminate to indicate status:

-  Green, steady: Line is idle
-  Red, steady: Line in use
-  Red, flashing: Incoming or held call
-  Amber, steady: Line is unregistered