

## Voicemail Quick Reference Guide

|  |   |
|--|---|
| Introduction .....                                     | 1 |
| Voicemail .....  | 1 |
| Setting up Voicemail.....                              | 1 |
| Internal Sign-on .....                                 | 2 |
| External Voicemail Access .....                        | 2 |
| Listen to Messages .....                               | 2 |
| Greetings .....  | 2 |
| Direct to Voicemail .....                              | 2 |
| Check Messages.....                                    | 2 |
| Options while Listening to Voicemail .....             | 3 |
| Options after Listening to Voicemail .....             | 3 |
| Managing your Voicemail from your Computer .....       | 3 |
| Web Inbox-Visual voicemail through your computer ..... | 3 |
| Messaging Assistant-Change your VM PIN.....            | 4 |

## Introduction

In this guide, you will find a series of procedures for setting up voicemail, setting up greetings, checking voicemail messages, and managing your voicemail from other devices.

## Voicemail

### Setting up Voicemail

1. Press the **Messages** button.
2. Enter your default PIN **147369#**
3. Record your **Name**
4. Record your **Greeting**
5. Change your **Temporary PIN**
6. Confirm your **PIN**
7. Press **#** to confirm your Directory Listing

**\*\*\*Your PIN must be at least 6-digits\*\*\***

## Internal Sign-on

From your phone:

1. Press **Messages** button
2. Enter your PIN, #

From another phone:

1. Press **Messages** button
2. Press \* key
3. Enter your 5x digit extension, PIN, #

## External Voicemail Access

1. Dial your direct number or 203x 392x 7700
2. Press \* key
3. Enter 5x digit extension, #, PIN, #
4. Your voicemail PIN does not expire

## Listen to Messages

After logging into your voicemail:

- Press 1 to listen to messages
- Press 2 to send a message
- Press 3 to review old messages
- Press 4 to setup options

## Greetings

After logging into your voicemail:

- Press 4-1-1 to re-record standard greeting
- Press 4-1-2 to re-record alternate greeting
- Press 4-3-2 to re-record name
- Press 4-3-1 to change PIN

## Direct to Voicemail

To leave someone a voicemail message without having to call them:

- Press \* + 5-digit extension

## Check Messages

To check for messages after logging in:

- Press 1 to listen to new messages
- Press 3, then 1 to review saved messages
- Press 3, then 2, then 1 to listen to deleted messages

## Options while Listening to Voicemail

The following options can be used while listening to your mail:

1. Restart
  2. Save
  3. Delete
  4. Slow Playback
  5. Change Volume
  6. Fast Playback
  7. Rewind
  8. Pause or Resume
  9. Fast forward-End
- # Skip Messages
- ## Keep Msg. New

## Options after Listening to Voicemail

The following options can be used after listening to your mail:

1. Replay
  2. Save
  3. Delete
  4. Reply
  5. Forward
  6. Mark as New
  7. Skip Back
  8. N/A
  9. Msg Properties
- \* Cancel Playing Msg
0. Help

## Managing your Voicemail from your Computer

### Web Inbox-Visual voicemail through your computer

- Connect to the SCSU VPN
- Go to <https://jedcuc1.scsu.southernct.edu/ciscopca/home.do>
- User Name: **Active Directory ID**
- Password: **Active Directory Password**
- You are now viewing your Web Inbox

To view and listen to voicemail:

- New unheard messages are bolded, old messages are not bolded
- Place your mouse over the message and click the play button to hear the message

To log off Web Inbox:

- Click the **Sign Out** link in the upper-right corner

## Messaging Assistant-Change your VM PIN

- Go to <https://jedcuc1.scsu.southernct.edu/ciscopca/home.do>
- User Name: **Active Directory ID**
- Password: **Active Directory Password**
- You are now viewing your Web Inbox

To change your VM PIN:

- Click **Passwords** drop down
- Select **Change PIN**
- Enter new voicemail PIN and enter it again to confirm using digits 0-9
- Select **Save**

To log off Messaging Assistant:

- Click the **Sign Out** link in the upper-right corner