

QUICK START GUIDE



Cisco Unity Express VoiceView Express

Version 8.6



Note

If your voice mailbox was not initialized and you do not have a PIN, you cannot log in to Cisco VoiceView Express. To enable access, first call your voice mailbox from your extension. Set up your voice mailbox using the voice-mail system telephone user interface.

Set Up Your Voice Mailbox

- 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.

- When the Personalization Wizard window appears, press **OK** to continue, then:



Tip

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

- Perform step 1 in “[Set Up Your Voice Mailbox](#)”.
- To display the Personal Mailbox menu after the VoiceView Express Login window appears:



Note

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**.

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

Listen to Voice Messages or Manage Faxes

- Perform step 1 in “[Set Up Your Voice Mailbox](#)” to display the Personal Mailbox menu.
- From the Personal Mailbox menu, choose **Inbox** and press **Select**.
- 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.

- For faxes, choose a fax and press **Select**.
 - If available, choose **Preview**.

- Use the keypad and soft keys to navigate the fax document shown on the screen.
- 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

- After listening to a voice-mail message, press **Reply**.
- To reply by voice mail, choose **1, Reply via Voice Mail**, then press **Select**.
 - Say your message, then press **Stop**. The Send Message menu appears.
 - 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.

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- Mark as Urgent—Mark or unmark message to be sent.
 - Mark as Private—Mark or unmark message to be sent.
3. To initiate a Live Reply call, press **More**, choose **2—Call <extension>**, then press **Select**.

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.
4. Press **Submit**. The Matching Address menu appears.

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. This option is available only if set by the system administrator.
 - **Message Delivery Time**—Display Send Message menu. Performs steps in “[Specify a Delivery Time](#)” to schedule delivery of message to be sent.

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 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**.
 - **Message Delivery Time**—Display the Message Delivery Time menu for sending this message at a future date and time, up to one year from now. Choose the month and press **Select**, choose the date and press **Select**, choose the hour and press **Select**, then choose the minute and press **Select**.
2. When the Send Message menu appears with the date and time displayed, press **Send**.

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**.

Manage Your Greetings

1. Choose **Greetings** and press **Select**.
2. Choose **Standard** or **Alternate** and press **Select**, then:
 - To listen to the greeting, choose **Listen** and press **Select**. The greeting plays.
 - To rerecord the greeting, choose **Record**. Press **Select**, say your greeting, then press **Stop**.
 - To activate a greeting and automatically deactivate the other greeting, choose **Activate** and press **Select**.

Manage Message Settings

1. Choose **Message Settings** and press **Select**.

Change Your PIN

1. Choose **Personal Settings** and press **Select**.
2. Choose **Change PIN** and press **Select**.
3. Use the keypad to enter your new PIN. Choose **Confirm**.
4. Use the keypad to enter your new PIN again, then press **Submit**.
5. When “Your new PIN is now active” appears, press **OK**.

Rerecord Your Name

1. Choose **Personal Settings** and press **Select**.
2. From the Personal Settings menu, choose **Change Recorded Name** and press **Select**, then:
 - To listen to your recorded name, choose **Listen** and press **Select**.
 - To record a new name, choose **Record**. Press **Select**, say your name, then press **Stop**.

Configure Your Zero-Out Number

1. Choose **Zero-Out Number** and press **Select**.
2. (Optional) Press << to erase the digits to be edited.

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.

If your Inbox contains more than 32 messages, press one of the following soft keys to view additional pages of messages:

- **Back**—Display the last viewed page.
- **Next Pg**—Display the next page.
- **Prev Pg**—Display the previous page.
- **Home**—Display the first page.

For more information, see the related documents at:

http://www.cisco.com/en/US/products/sw/voicesw/ps5520/products_user_guide_list.html