Welcome to the APU Voicemail System for Cisco IP Phones

AZUSA PACIFIC
UNIVERSITY

Voicemail on-campus extension for Cisco IP Phones: 3620
Voicemail off-campus number: 626-815-3888
Your subscriber mailbox number:

First Time Setup	
Call the on campus voicemail ext. from **your** phone	Press the messages button
Enter the default security code	0000
You'll be prompted to enter a new security code	4 – 15 digits
Next you will need to record your name	Record only first and last name
Last step is to record your standard greeting	

Reviewing Your Messages From Your Cisco IP Phone	Reviewing Your Messages From Any Other Campus Cisco IP Phone
• Press the messages button on your phone • Enter your security code • System will indicate messages • Enter 1 1 to listen to new messages	• Press the messages button on the phone • Enter * # • Enter your mailbox number • Enter your security code • Enter 1 1 to listen to new messages

Options While Listening to a Message					Options After Listening to a Message			
Back up 5 Seconds	1	Return to start	11		Review	4	Reply	8
Pause/continue	2				Play message info	5	Trsf to ext	88
Advance 5 seconds	3	Advance to end	33		Forward	6	Save	9
Decrease Speed	4	Slowest speed	44		Delete	7	Skip message	#
Play message info	5							
Increase speed	6	Fastest speed	66					
Decrease volume	8	Increase volume	9					
To hear all options	0	Go to saved messages		##				

Shortcuts for Common Tasks (From the Main Menu)	
Change your security code	4 1 4
Change your standard greeting	4 1 3 2 or 4 4
Change/set your out-of-office greeting	4 1 3 3 or 4 6
Change your name recording	4 1 5

Call Forwarding: the Cisco IP phones are programmed to forward to voicemail when there is no answer. From your phone, you may set calls to forward directly to voicemail or another extension using the following.

Function	Activate	Cancel
Forward All Calls to Voicemail	Press CFwdALL and enter 3620	Press CFwdALL
Forward All Calls to Another Ext**	Press CFwdALL and enter the ext	Press CFwdALL

** When your calls are set to forward to another ext., the call will revert back to your voicemail if there is no answer.

- Maximum retention for new or saved message is 30 days. A message cannot be re-saved.
- Selecting an attendant: To give callers the option to transfer from your voicemail to an assistant or someone else in your department, instruct callers in your greeting to dial * plus Ext. to be transferred.
- To transfer callers directly to voicemail, dial ext. 6002 and follow the prompts.

For complete voicemail instructions, please see: www.apu.edu/imt/telecommunications/voicemail/.

Voicemail Quick Reference Card

Main Subscriber Menu

Listen	1
Locate messages	3
Send	2
User options/Phone Manager	4

Message Access

Unread voice messages	1
All voice messages	2
Saved messages	5

While Listening

To hear options	0
Back up five seconds	1
Return to start	1 1
Pause or continue	2
Advance five seconds	3
Advance to end	3 3
Decrease speed	4
Slowest speed	4 4
Play message info	5
Increase speed	6
Fastest speed	6 6
Decrease volume	8
Increase volume	9
Go to saved messages	# #

After Listening

Review	4
Play message info	5
Forward	6
Delete	7
Reply to a message	8
Transfer to sender's extension	8 8
Save	9
Skip (mark as read)	#
Go to saved messages	# #

Locating Messages

From another subscriber	1
From outside callers	2

Record at the tone. Then…

Stop when message is complete	#
Stop and replay message	1

Enter a mailbox number

Delivery Options	0

Send or Add another recipient

*

While Recording

Back up five seconds	1	Continue recording	5
Return to start	1 1	Increase speed	6
Pause	2	Fastest speed	6 6
Advance five seconds	3	Decrease volume	8
Advance to end	3 3	Increase volume	9
Decrease speed	4	Cancel recording	*
Slowest speed	4 4	Stop recording	#

Delivery Options

Restrict message forwarding	1
Set urgent status	2
Request a receipt	3
Specify future delivery	4
Leave a callback number	8
Finish choosing options/Send	#

User Options (PhoneManager™)

Personal options	1
Messaging options	2
Record your standard greeting	4
Record your out-of-office greeting	6

Personal Options

Record personal greeting	3
Change security code	4
Record your name	5
Record an announcement for for a mailbox you sponsor	6

Backup to previous menu/Exit	*
Help/Options while reviewing and sending messages	0
Help/Options in User Options (PhoneManager)	#

Messaging Options

Record a name for a sponsored mailbox	2
Change a personal distribution list	3
Change message forwarding	4
Change message presentation ordering	5
Change message envelope settings	6

Standard greeting	2
Out-of-office greeting	3