



## Voice Mail Setup Directions

**The first time you access your voicemail, you will be prompted to record new configuration settings:**

1. Press the **MESSAGES** button on your Cisco phone.
2. Dial the temporary password **12345** to get in.
3. Press any number.
4. You will be prompted to record your name at the tone, followed by the #.
5. You will be prompted to record your greeting message at the tone, followed by the #.
6. You will be prompted to enter a new security pin for your account. This must be a 5 digit number.
7. You will be prompted to re-enter the security pin to access your account.
8. You will be notified that your account is listed in the company directory.

**For recommended phone scripts, please see [Smart Service Telephone Scripts](#).**

**Learn more about using voicemail at [facultystaff.lowercolumbia.edu/resources/telfax.aspx](http://facultystaff.lowercolumbia.edu/resources/telfax.aspx).**  
*select the Quick Start Guide that matches your phone.*

**If you share a telephone with someone and have a different voicemail account, or you are trying to access voicemail from a different phone:**

1. Press the **MESSAGES** button on your Cisco phone.
2. Press the "\*" button.
3. Enter your ID (i.e. voicemail extension), followed by the #. This should be the same extension number that you used on the Nortel phones.

*Then follow steps 3-8 above.*

**To access the voicemail system from off campus, dial 360-442-2999**

1. When the system picks up, dial \*
2. When prompted, enter your VM extension followed by #
3. When prompted, enter your pin followed by #