



# Webex Voicemail Guide

## About

***Updated September 13, 2024***

This guide contains information on how to manage your voicemails on the new Cisco Webex phone system.

**NOTE:** See the [Webex User Guide](#) for guidance on the Cisco Webex desktop app and mobile app.

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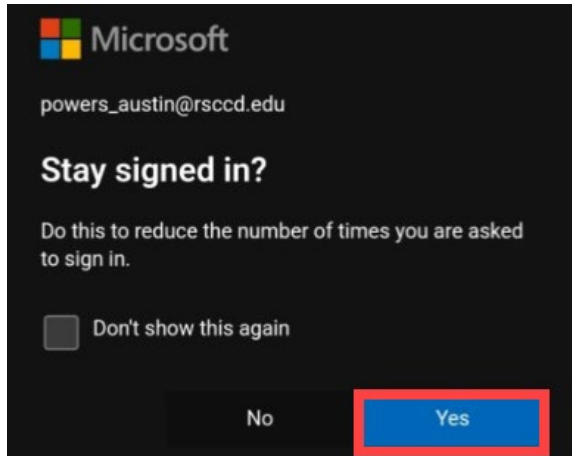
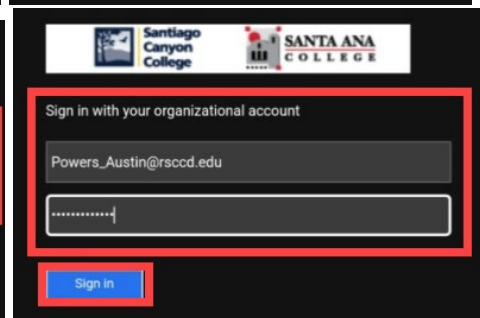
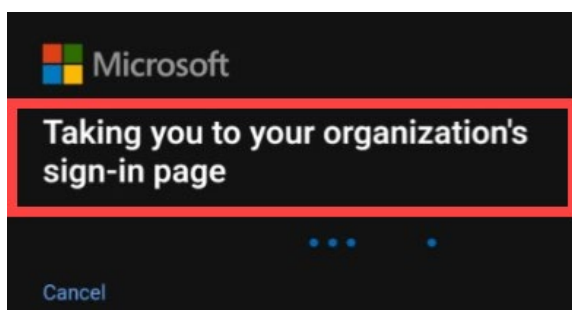
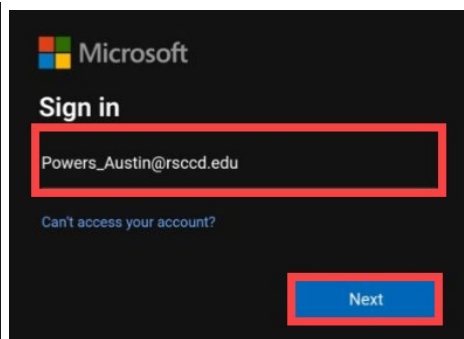
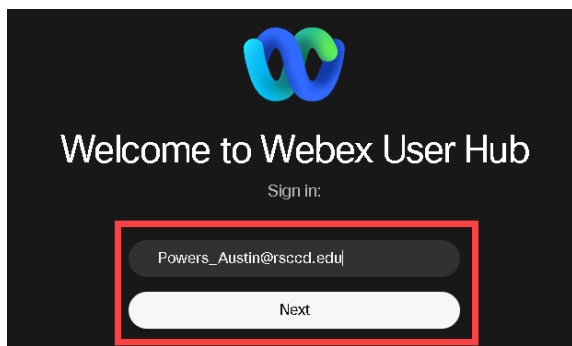
# Setup Voicemail & PIN

## Set a new Voicemail PIN

You will need to set up a voicemail PIN to access your voicemails.

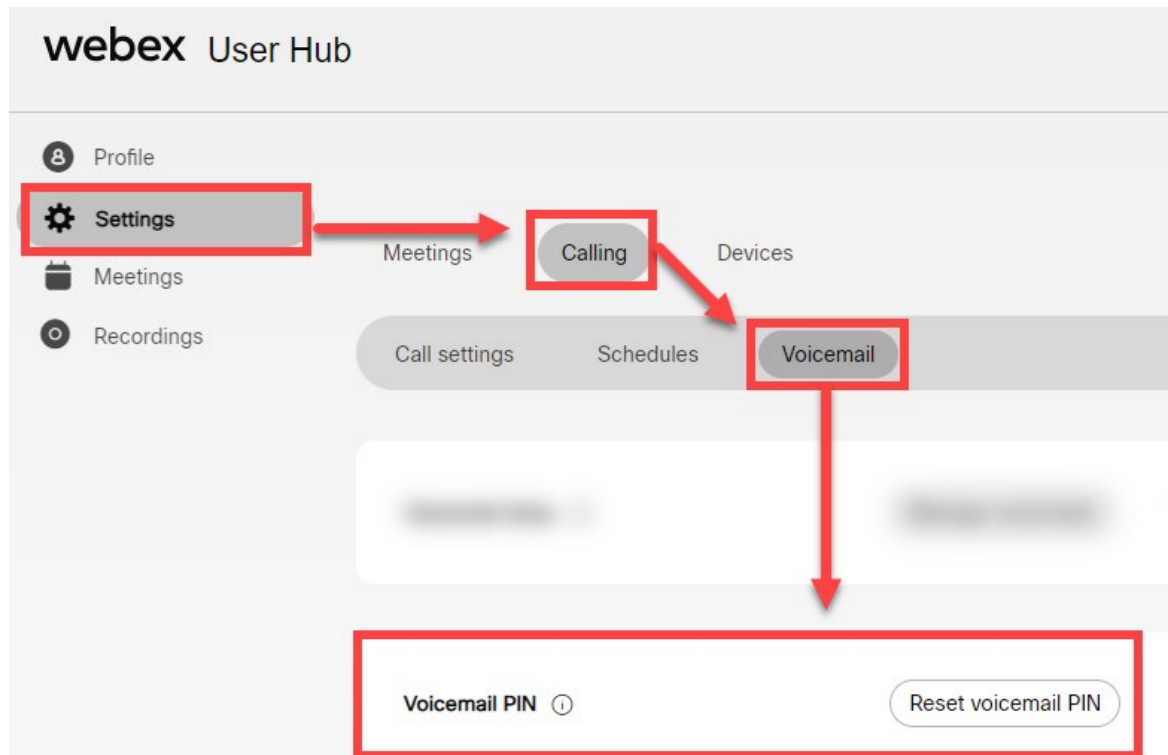
To Access Voicemail PIN settings:

1. Open the [Cisco Webex User Portal](#)
  - a. Alternatively, **Open the Webex app > tap the Account icon > Settings > Calling > Access User Portal**
2. If prompted, Sign In with your Single Sign-on credentials. You may be redirected to Microsoft to complete the sign in.



### 3. From the Webex user portal:

#### a. Go to Settings > Calling > Voicemail > Reset Voicemail PIN



#### To set a new Voicemail PIN:

From the [Reset voicemail PIN page](#), enter a new voicemail PIN that meets the required criteria:

- Must contain
  - 6-30 digits
- Must not contain
  - Repeated patterns
  - Last 10 Voicemail PINs
  - The reverse of your old PIN
  - Your phone number or extension
  - The same digit 3 times in a row
  - 3 ascending digits or 3 descending digits
  - The reverse of your phone number or extension

Re-enter the new PIN under Confirm voicemail PIN (required) and select Save.

You can evaluate your voicemail PIN works by accessing the [voicemail messaging system](#).

Reset voicemail PIN ✕

New voicemail PIN (required)

Confirm voicemail PIN (required)

**Voicemail PIN requirements:**

**Must contain**

- 6-30 digits

**Must not contain**


- repeated patterns
- last 10 Voicemail PINs
- the reverse of your old PIN
- your phone number or extension
- the same digit 3 times in a row
- 3 ascending digits or 3 descending digits
- the reverse of your phone number or extension

## Using the Voicemail Messaging System

### Access the Voicemail Messaging System

Once you've [set up your Voicemail PIN](#), you can access the Voicemail system.

To access the Voicemail Messaging System:

1. **From the Cisco Webex app:**
  - a. Dial Ext 20001, enter your passcode and press the # key
2. **From your District desk phone:**
  - a. Select the voicemail button on your desk phone, enter your passcode, and press the # key. 
3. **From an outside line:**
  - a. Dial your District phone number, let it go to Voicemail, then press the Star key (\*). Enter your passcode and press the # key.

### Set up Voicemail Greetings

To change your greetings, [access the voicemail messaging system](#) first.

#### Personalized Name Greeting

1. If this is your first time accessing the voice portal, you will be prompted to record your personalized name.
2. Follow the prompts to set up your personalized name.

#### Other greetings: Busy, No Answer and Extended Away

Once you are setup, you will be taken to the voice portal menu options:

- a. Press 2 to change your Busy greeting.
- b. Press 3 to change your No Answer.
- c. Press 4 to change your Extended away greeting.

**NOTE:** You can set your Busy, No Answer and Extended Away settings from the [Cisco Webex User Portal](#).

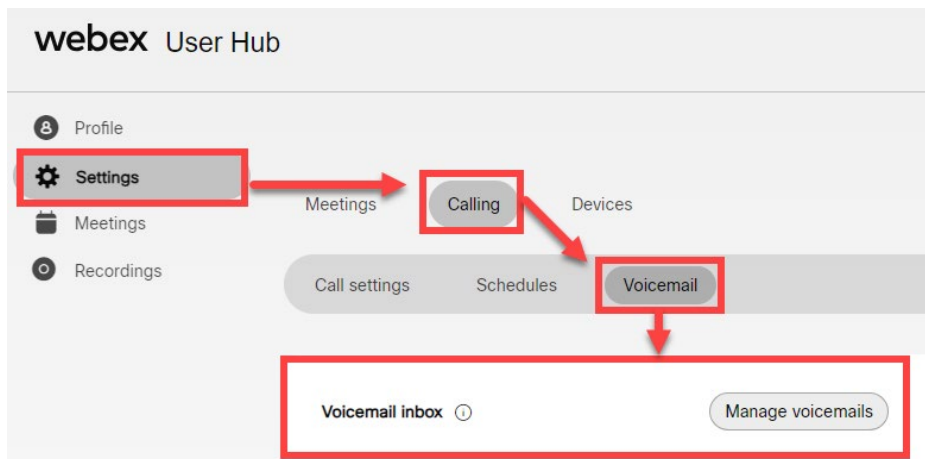
# How to Check Voicemail

Once you've [set up your Voicemail Pin](#), you can check your voicemail.

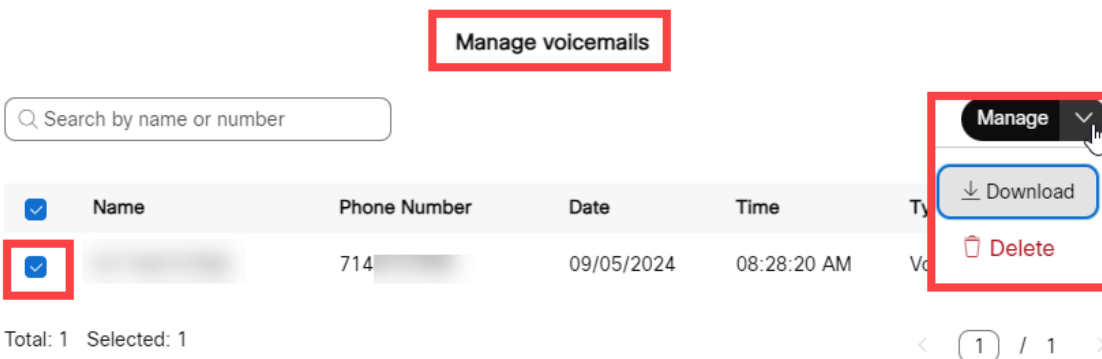
## Check Voicemail from the Webex user portal

To check Voicemails from the Webex user portal:

1. Sign In to the [Cisco Webex User hub](#)
2. From the Webex portal:
  - a. Go to **Settings > Calling > Voicemail > Voicemail Inbox > Manage Voicemails**




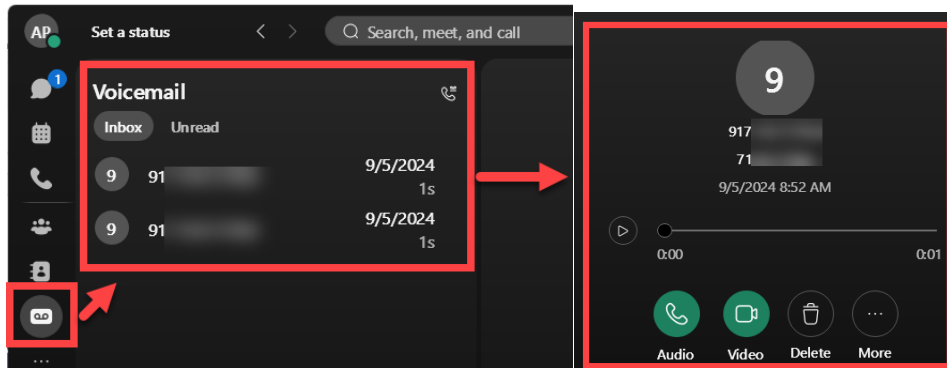
3. Under the Manage Voicemails screen:
  - a. Select the voicemail(s) you want to listen to
  - b. Select **Manage > Download**
  - c. This will download the voice recording files for you to listen to.



## Check Voicemail from the Webex desktop app

To check Voicemails from the Webex desktop app:

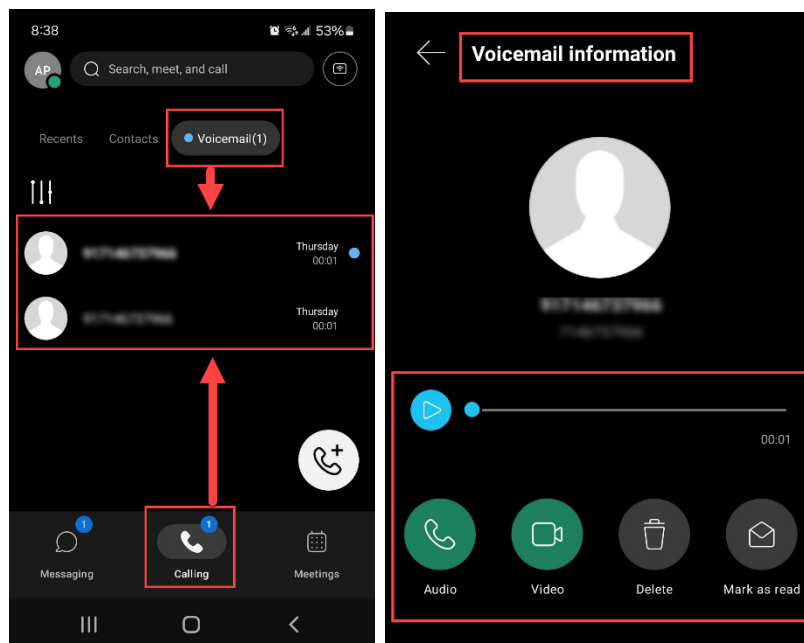
1. Select the **Voicemail menu** 
2. Toggle through the **Inbox and Unread** voicemail tabs
3. Select a voicemail to Play or Delete, or select **More > Mark as Read**



## Check Voicemail from Webex mobile app

To check Voicemails from the Webex mobile app:

1. Select the **Calling menu > Voicemail tab**.
2. Select a specific voicemail to **Play, Delete, or Mark as Read**





## Check Voicemails from your own extension (by dialing Ext 20001)

1. Using your own extension, dial **Extension 20001**
2. Enter your **Voicemail PIN** and select the **Pound key (#)**
3. Follow the voice prompts to check your voicemail messages.
  - a. To access your voice mailbox, press 1.

See the [Menu Prompts from Webex Voice Portal](#) if you need more detailed instructions.

## Check Voicemails from an outside line

1. **Using an outside line (e.g., your cell phone), dial your own District phone number and allow it to go to voicemail.**
2. When prompted to record a voicemail, select the **Star key (\*)**
3. Enter your 5-digit extension number and press the **Pound key (#)**
4. **Enter your Voicemail PIN** and select the **Pound key (#)**
5. Follow the voice prompts to check your voicemail messages or manage your voicemail options.
  - a. The greeting will say you have X new messages and X saved message in your mailbox.
  - b. To listen to your messages, **press 1**.

See the [Menu Prompts from Voice Messaging System](#) if you need more detailed instructions.

## Voicemails to your email inbox

### Receive Voicemails to your email inbox

To enable voicemails to be sent your email inbox:

1. Sign In to the [Cisco Webex User hub](#)
2. Go to **Settings > Calling > Voicemail > Additional Settings**
3. Turn on the option for **Email a copy of the voicemail message** and input your email address here.

The screenshot shows the Cisco Webex User Hub interface. At the top left, the text "webex User Hub" is displayed. Below this, there is a navigation menu with three items: "Profile" (with a person icon), "Settings" (with a gear icon), and "Calling" (with a phone icon). The "Settings" and "Calling" items are highlighted with red boxes. A red arrow points from "Settings" to "Calling". Below the "Calling" item, there are three sub-items: "Call settings", "Schedules", and "Voicemail". The "Voicemail" item is highlighted with a red box. A red arrow points from "Calling" to "Voicemail". Below the "Voicemail" item, there is a red box containing the "Additional settings" section. This section has a title "Additional settings" and two toggle switches. The first toggle is labeled "Transfer on '0' to another phone number" and is currently turned off. The second toggle is labeled "Email a copy of the voicemail message" and is currently turned on. Below the second toggle, there is a text input field containing the email address "i@rsccd.edu".

## Example of voicemails sent to email inbox

The next time you receive a voicemail, you'll receive an email from [webex\\_comm@webex.com](mailto:webex_comm@webex.com) with subject line **Voice Message Attached from [Name and Phone Number]**.

The body of the email will read **"You have a new voicemail"** and lists the **Time, From, To, Duration, and Voice message transcription**.

**Open the attachment on the email to listen to the voicemail.**

The screenshot shows an email inbox with a message from **webex\_comm@webex.com** with the subject **[EXTERNAL] Voice Message Attached from ITS Help Desk 7144**. The email body contains the following information:

**webex**  
by CISCO

# You have a new voicemail

**Time:** Tuesday, September 10, 2024 07:59 AM Pacific Daylight Time  
**From:** ITS Help Desk 7144  
**To:** Austin Powers 07591  
**Duration:** 00:06

**Voice message transcription**

This is a test voicemail at 8:00:a. M.

To listen to this message, open the attachment.

The Webex Team  
Need help? [Go to Help center](#)

## Receive Voicemail notifications to your email inbox

**NOTE:** This shows how to enable Voicemail notifications to the email inbox.

If you want a copy of the voicemail and a transcription sent to your inbox, see the steps for [Receive Voicemails to your email inbox](#).

To enable voicemail notifications to be sent your email inbox:

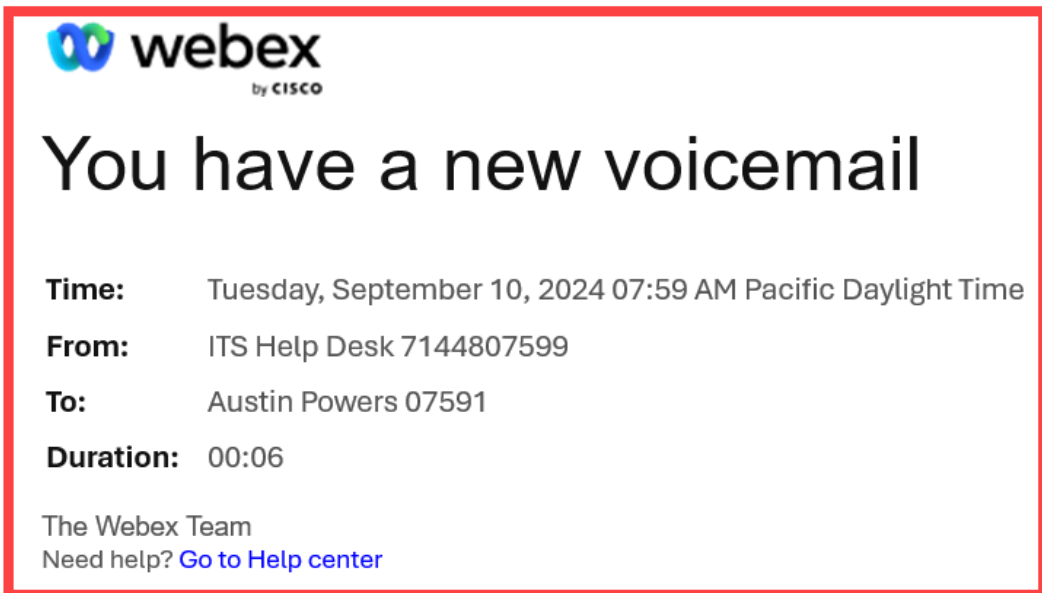
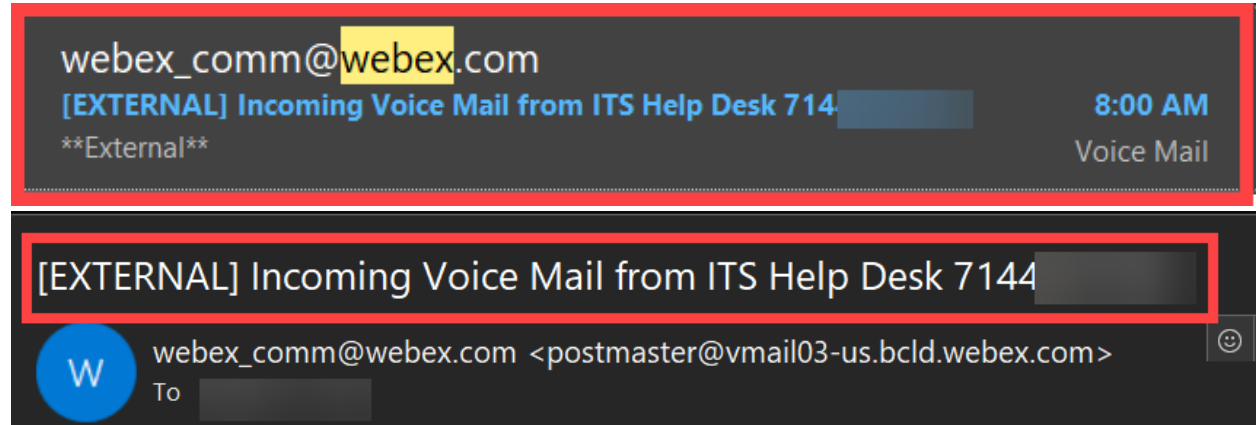
1. Sign In to the [Cisco Webex User hub](#)
2. Go to **Settings > Calling > Voicemail > Notifications**
3. Turn on the option for **Receive voicemail notifications** and input your email address here.

The screenshot shows the Cisco Webex User Hub interface. At the top left, the text "webex User Hub" is displayed. Below this, there are three main navigation options: "Profile" (with a person icon), "Settings" (with a gear icon), and "Calling" (with a telephone handset icon). The "Settings" option is highlighted with a red box. A red arrow points from "Settings" to "Calling". Below "Calling", there are three sub-options: "Devices", "Schedules", and "Voicemail". The "Voicemail" option is highlighted with a red box. A red arrow points from "Voicemail" to a larger inset window. This inset window is titled "Notifications" and contains the following elements: a blue toggle switch labeled "Receive voicemail notifications" which is turned on; a radio button labeled "Email" with a circled 'i' icon, which is selected; a text input field containing a partial email address ending in "@rscdd.edu"; and a radio button labeled "Text message" with a circled 'i' icon, which is not selected.

Example of voicemail notifications sent to email inbox

The next time you receive a voicemail, you'll receive an email from [webex\\_comm@webex.com](mailto:webex_comm@webex.com) with subject line **Incoming Voice Mail from [Sender and Phone Number]**.

The body of the email will read **"You have a new voicemail"** and lists the **Time, From, To, and Duration**.



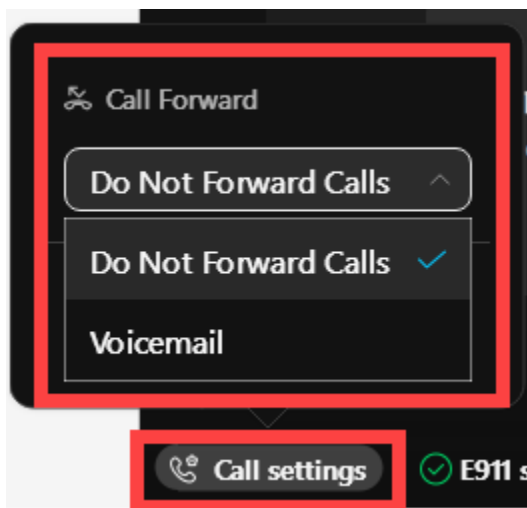
## Forward Calls to Voicemail

You can also forward your calls to voicemail, or change the settings for when a call is forwarded to your voicemail.

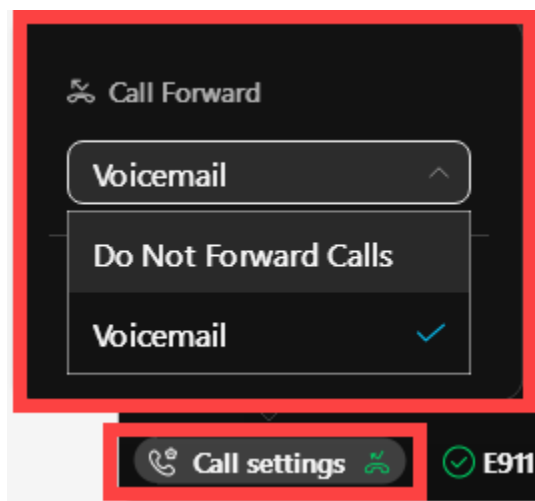
### Enable / Disable Call Forwarding to Voicemail from Webex desktop app

1. Select **Call Settings** on the bottom left corner of the Webex app.
2. From the Dropdown menu:
  - a. Select **Voicemail to Enable**
  - b. Select **Do Not Forward Calls to Disable**

#### Do Not Forward Calls (Disabled)



#### Call Forward to Voicemail (Enabled)



## Enable / Disable Call Forwarding to Voicemail from Webex User Portal

To manage Call Forwarding + voicemail settings from Webex user portal:

1. Sign In to the [Cisco Webex User hub](#)
2. Go to **Settings > Calling > Voicemail > Send calls to voicemail**

From Send calls to voicemail menu, select from the following options:

1. **Send all incoming calls to voicemail**
  - a. Toggle On or Off
2. **Send calls to voicemail when line is busy**
  - a. Select **Default message when busy** or **Custom Message**
3. **Send calls to voicemail when no one answers**
  - a. Number of rings before playing “no answer” message (default is 3)
  - b. Select **Default message when no one answers** or **Custom Message**

**NOTE:** Call forwarding settings will override some voicemail settings.

The screenshot shows the Cisco Webex User Hub interface. The navigation path is: Settings > Calling > Voicemail. The 'Send calls to voicemail' settings page is shown below, with a red box highlighting the settings.

**Send calls to voicemail**

- Send all incoming calls to voicemail
- Send calls to voicemail when line is busy
  - ⚠ Call forwarding settings will override some voicemail settings.
  - Default message when busy ⓘ
  - Custom message ⓘ
- Send calls to voicemail when no one answers
  - ⚠ Call forwarding settings will override some voicemail settings.
  - Number of rings before playing the 'no answer' message (required)
  - Default message when no one answers ⓘ
  - Custom message ⓘ

## Index: Voicemail Menu Prompts

After [accessing the voicemail messaging system](#), these are the menu prompts.

### Menu Prompts from Webex Voice Portal (from Extension 20001)

Start by dialing **Extension 20001** from your Webex app.

1. Welcome to your **Webex Voice portal**.
2. Please enter your passcode, then press the **Pound key (#)**.
3. If you are not calling from your own phone, please press the **Star key (\*)**.
  - a. Please enter your mailbox ID followed by the pound key.
    1. To access your voice mailbox, **press 1**.
    2. To go to the greetings menu, **press 3**.
    3. To change your passcode, **press 8**.
    4. To exit the voice portal, **press 9**.

### Menu Prompts from Voice Messaging System (from your District desk phone or outside line)

Start by selecting the voicemail button from your District desk phone or call your District phone number using an outside line.

1. Welcome to your **voice messaging system**.
2. Please enter your passcode, then press the **Pound key (#)**.
3. If you are not calling from your own phone, please press the **Star key (\*)**.
4. You have X new messages and X saved message in your mailbox.
  - a. **To listen to your messages, press 1.**
    - i. To save this message, **press the Pound key (#)**.
    - ii. To erase this message, **press 7**.
    - iii. To repeat this message, **press 2**.
    - iv. To play to the message envelope, **press 5**.
    - v. To go to the next message, **press 6**.
    - vi. For additional options, **press 9**.
      1. To reply to the current message, **press 1**.
      2. To forward the current message, **press 2**
      3. To go back to the previous menu, press the Star key (\*).
    - vii. To go back to the previous menu, press the Star key (\*).



- b. To change your mailbox Busy greeting, press 2.
- c. To change your mailbox No Answer greeting, press 3.
- d. To change your mailbox Extended Away greeting, press 4.
- e. To compose and send a new message, press 5.
- f. To delete all messages, press 7.
- g. To go to the [Webex voice portal](#), press the Star key (\*).
- h. To repeat this menu, press the Pound key (\*).

## Troubleshooting problems

### Troubleshooting sign-in problems

- Use the [Password Reset page](#) if you have forgotten your password, or need to retrieve your username.
- Use the [Change Password page](#) to create a new password.
- Read the [Single Sign-On FAQs page](#) for other sign in issues.

### Contact the ITS Help Desk

- Website: <https://webhelpdesk.rsccd.edu>
- Phone: **714-564-4357 Extension 0**
- Email: [helpdesk@rsccd.edu](mailto:helpdesk@rsccd.edu)

*[\(Select this link to return to the beginning of the document\)](#)*