Webex Voicemail Guide

About

Updated February 18, 2025.

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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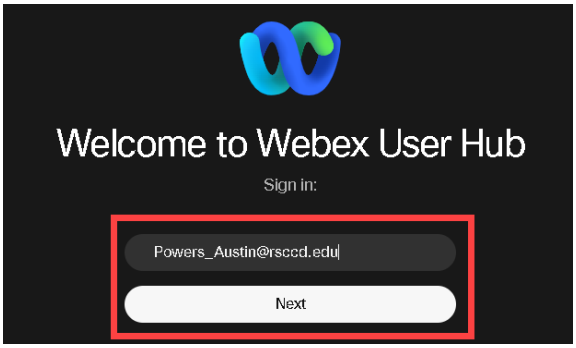
Setup Voicemail & PIN

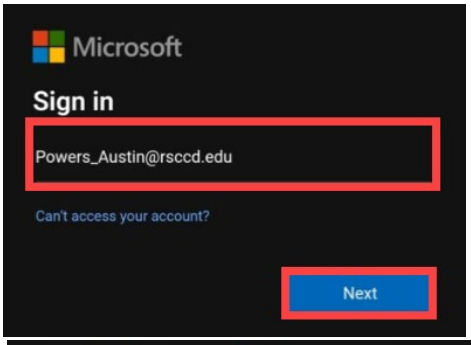
Set a new Voicemail PIN

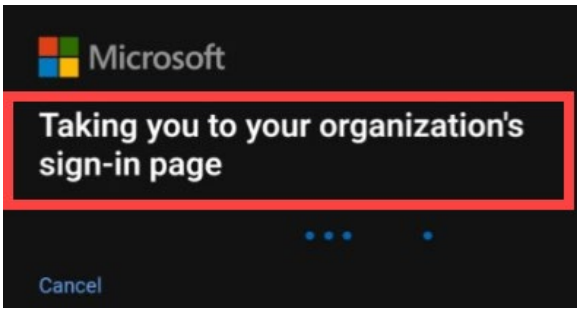
You will need to set up a voicemail PIN to access your voicemails.

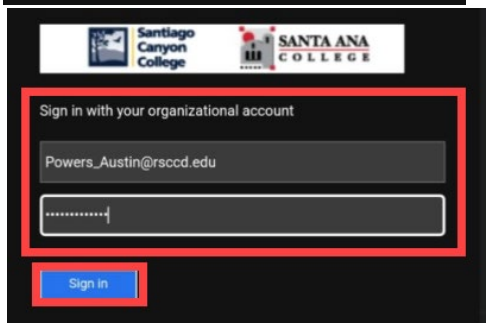
To Access Voicemail PIN settings:

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.

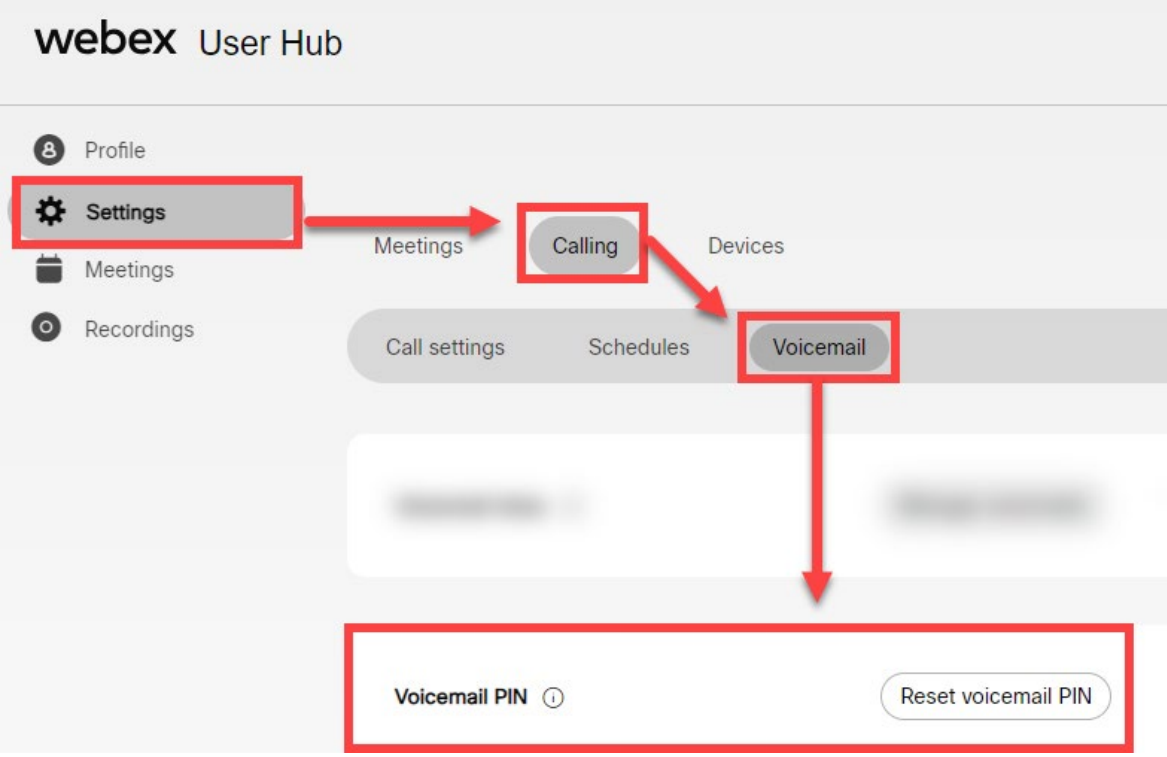








3. **From the Webex user portal:**
    a. **Go to Settings > Calling > Voicemail > Reset Voicemail PIN**



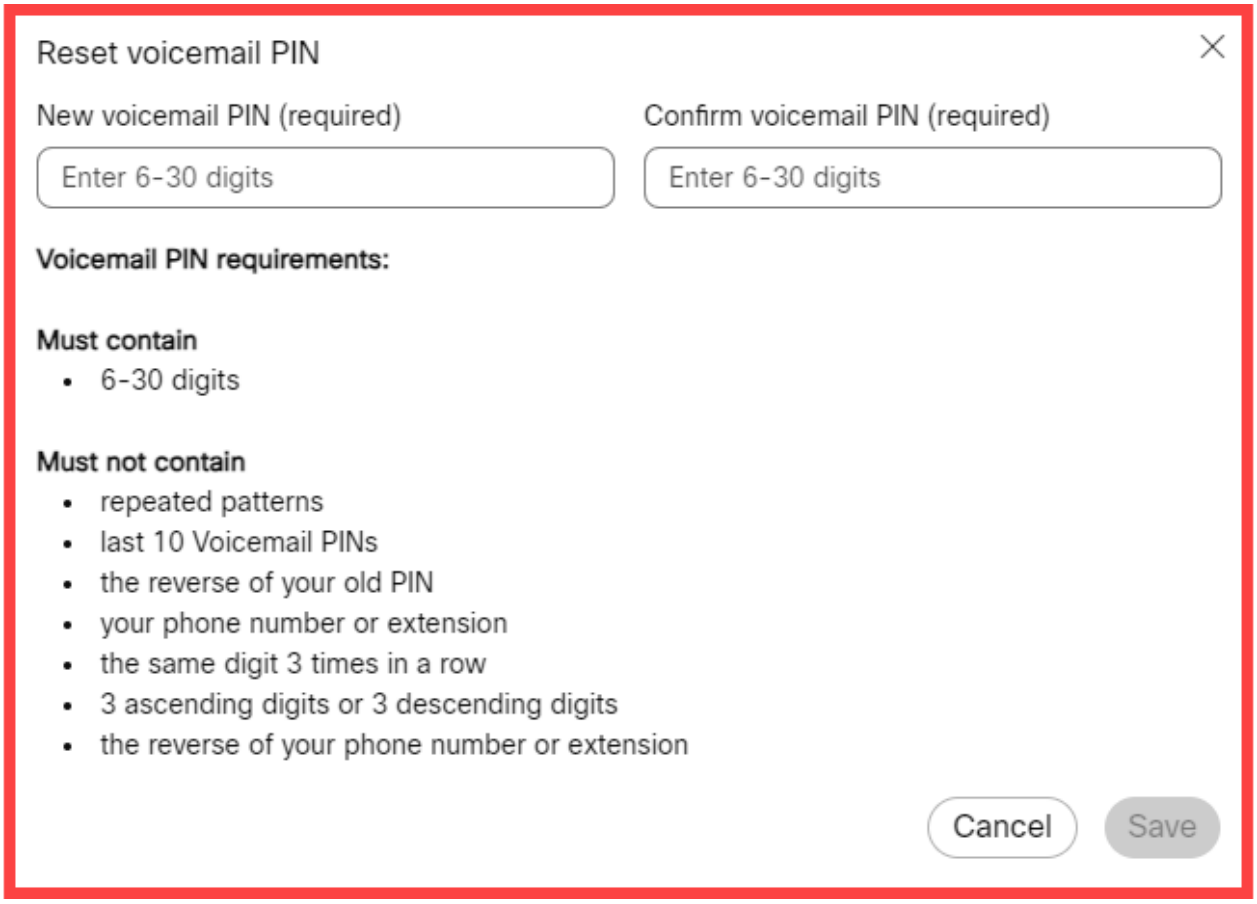
To set a new Voicemail PIN:

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.



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.**
4. **Dial your own extension:**
    a. **From your own phone, dial your own extension, enter your passcode and press the # key.**
        i. **Use this option to change your Busy, No Answer, and Extended Away Greetings.**

Set up Voicemail Greetings

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

1. **To change your Busy greeting, No Answer, and Extended Away Greeting:**
    a. **From your own phone, dial your own extension, enter your passcode and press the # key.**
        i. **This takes you to the voice messaging system where you can change your Busy greeting (press 2), No Answer (press 3), and Extended Away Greeting (press 4).**

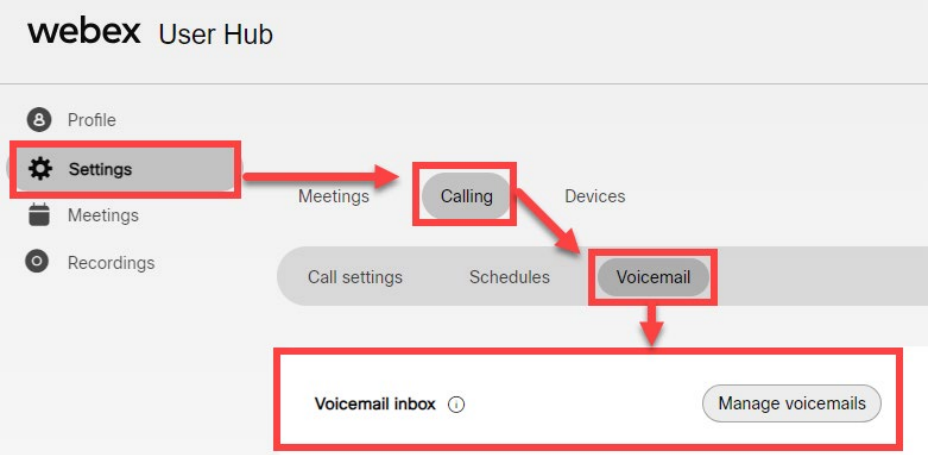
How to Check Voicemail

Once you've set up your Voicemail Pin, you can check your voicemail.

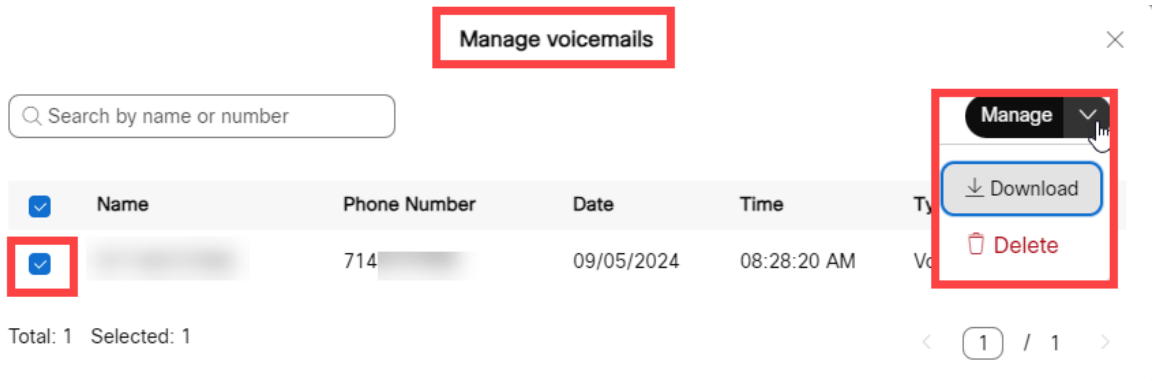
Check Voicemail from the Webex user portal

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**



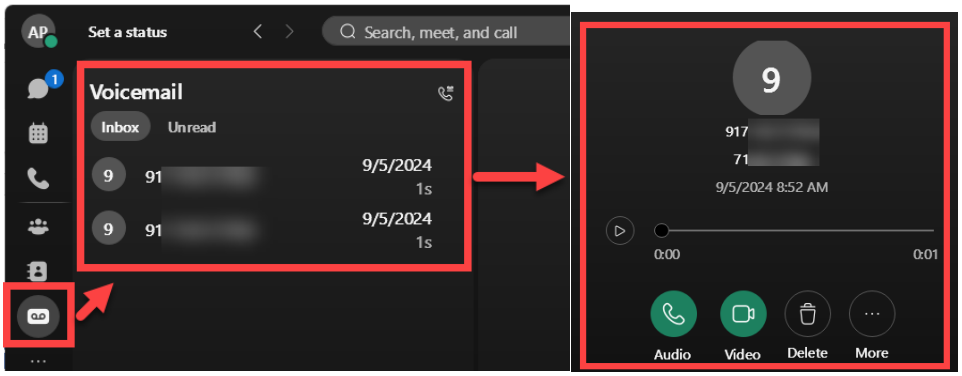
3. Under the Manage Voicemails screen:
    a. Select the voicemail(s) you want to listen to
    b. Select **Manage > Download**
    c. This will download the voice recording files for you to listen to.



Check Voicemail from the Webex desktop app

To check Voicemails from the Webex desktop app:

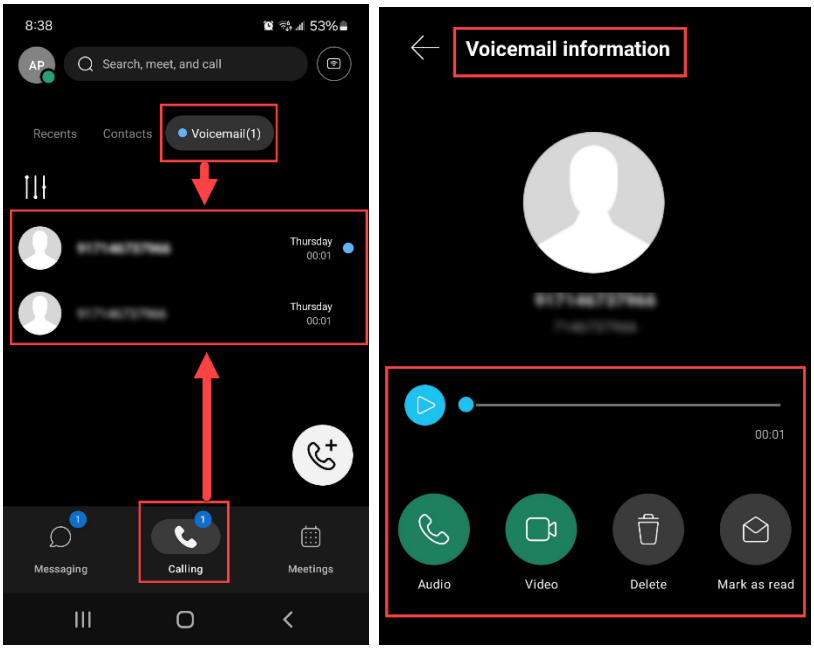
1. Select the **Voicemail menu**
2. Toggle through the **Inbox and Unread** voicemail tabs
3. Select a voicemail to Play or Delete, or select **More > Mark as Read**



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.

Voicemail Messages to Email

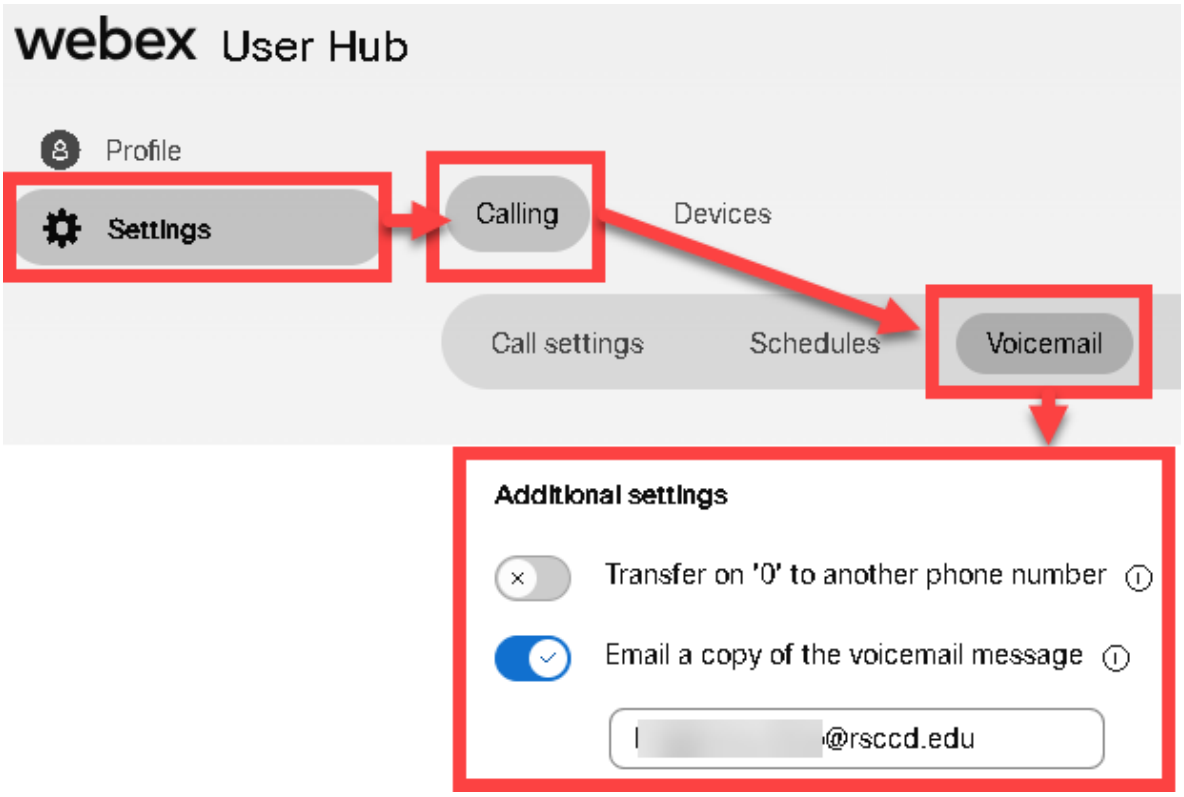
NOTE: Voicemail Messages to Email are set up by default for your personal phone extension and District email address.

(i.e., If you receive a voicemail at your personal phone extension, you will receive a voicemail to email notification sent to your District Email address.)

Receive Voicemail Message to Email (with Sound Attachment)

To configure or 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.



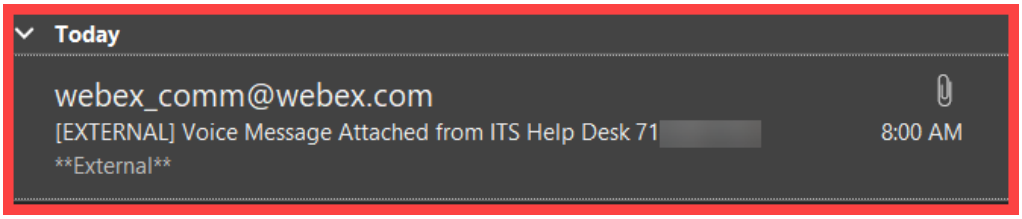
Example of voicemails sent to email inbox

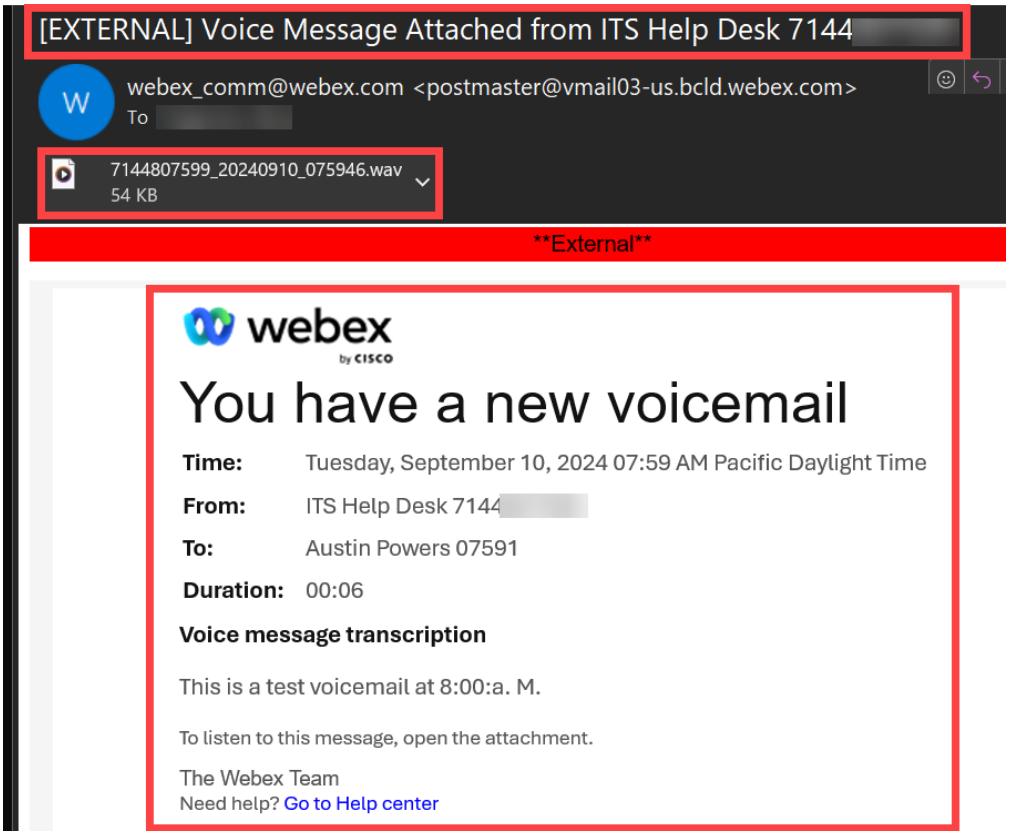
The next time you receive a voicemail, you'll receive an email from **webex_comm@webex.com** with subject line **Voice Message Attached from [Name and Phone Number].**

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.

NOTE: Using the sound attachment to listen to voicemail messages does not clear the voicemail indicator light on your desk phone or WebEx app. You must manually check the voicemail from your desk phone or WebEx app to clear the voicemail indicator light. See How to Check Voicemail for instructions.





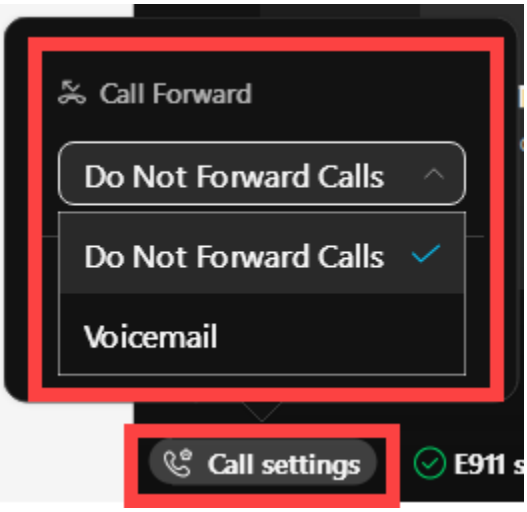
Forward Calls to Voicemail

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

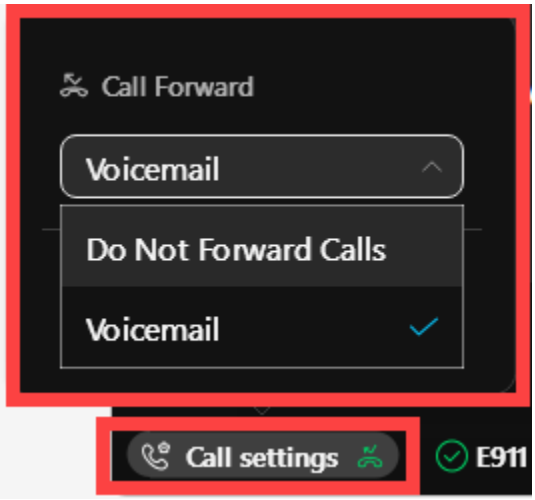
Enable / Disable Call Forwarding to Voicemail from Webex desktop app

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

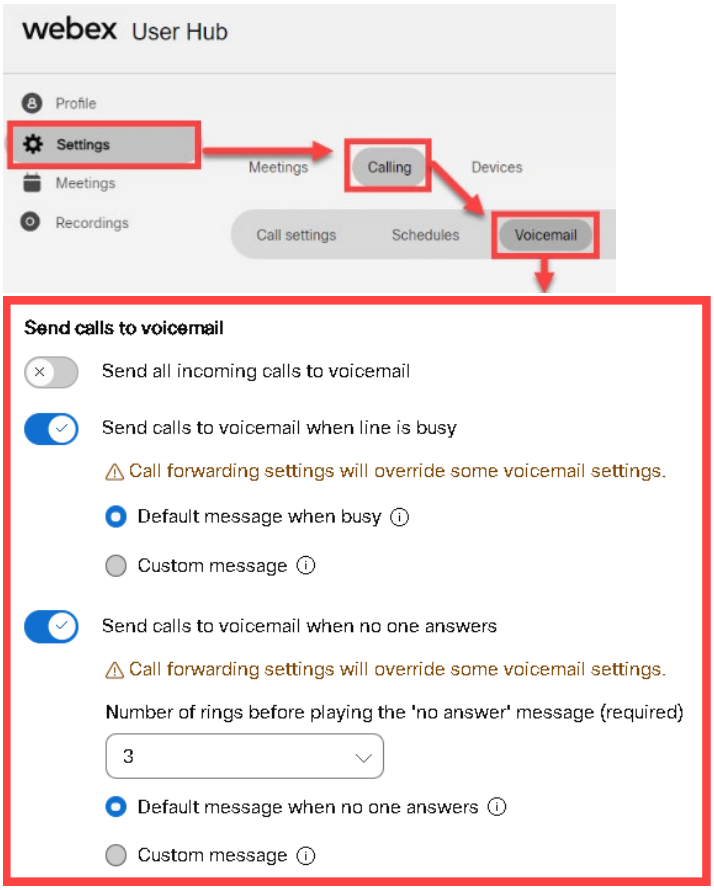
To manage Call Forwarding + voicemail settings from Webex user portal:

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**
    1. 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.



Set up Voicemail for Shared Lines (e.g., Department Lines)

These steps are a pre-requisite for checking voicemails for a Shared Line.

Set the Shared Line Voicemail PIN

1. **Access the Webex Voice Portal.**
    1. **Open the Webex app, select the Shared line, then Dial Ext 20001**; or
    2. **From a desk phone, select the Shared Line, then press the Voicemail button** **(or Dial Ext 20001).**
2. **Enter the Default PIN and press the # key.**
    1. The default Voicemail PIN for Shared Lines is: **987789**
        - *The default PIN is set when the Shared Line is newly created, is newly migrated to Cisco Webex, or has been reset to default by an administrator.*
3. **Follow the voice prompts to create a new Voicemail PIN that meets the following criteria:**
    1. Must contain
        - 6-30 digits
    2. 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

Set the Personalized Name Greeting for a Shared Line

1. **If this is your first time accessing the voice portal for the Shared Line, you will be prompted to record a personalized name for it.**
2. **Follow the prompts to set up your personalized name greeting for the Shared Line.**

How to Check Voicemail for a Shared Line

Once you have completed the Initial setup for Shared Line Voicemail, use the following methods to access the Shared Line Voicemail:

From a Desk Phone

Using your desk phone:

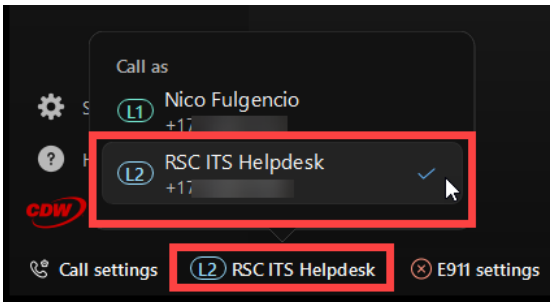
1. **Use the soft keys on the phone screen to select the Shared Line.**
2. **Press the Voicemail button** **or Dial Ext 20001.**
3. Enter the **Shared Line Voicemail PIN** and select the **Pound key (#).**
4. Follow the voice prompts to check your voicemail messages.

From the Webex desktop app

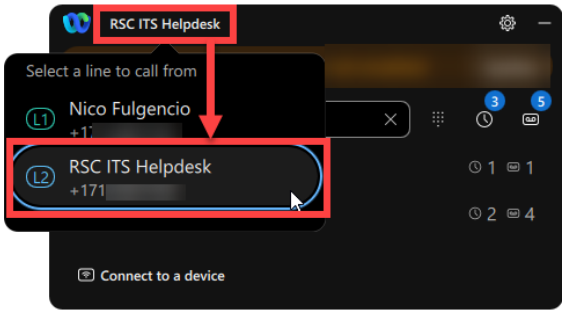
From the Webex desktop app:

1. **Select the Shared Line from the Main app window or the Call Window.**
    a. **The Shared Line will likely be labeled "L2"**

Main app window



Call Window



2. With the Shared Line selected, **Dial Ext 20001.**
3. Enter the **Shared Line Voicemail PIN** and select the **Pound key (#).**
4. Follow the voice prompts to check your voicemail messages.

From an External Line (e.g., a cell phone):

Using an outside line (e.g., your cell phone):

1. **Dial the Shared Line phone 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 for the Shared Line and press the **Pound key (#)**
4. **Enter the Shared Line Voicemail PIN** and select the **Pound key (#)**
5. Follow the voice prompts to check your voicemail messages or manage your voicemail options.

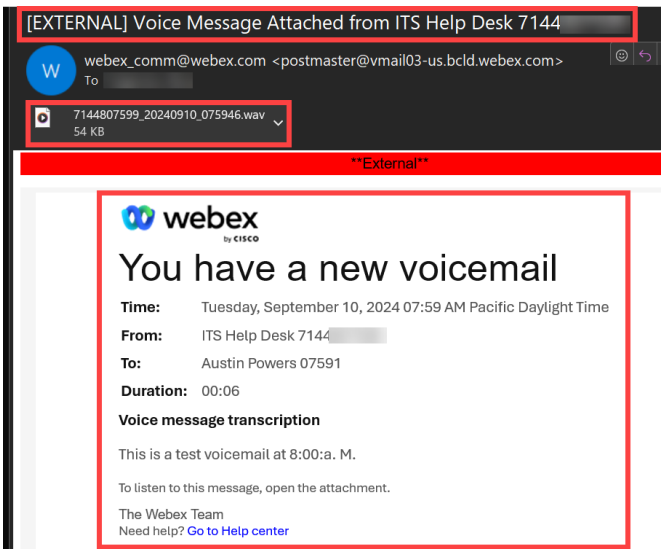
Voicemail Messages to Email (for a Shared Line)

ITS can configure a Shared Mailbox to receive Voicemail Messages to Email (similar to the steps for individual mailboxes).

Once a Shared Mailbox email address is configured, Voicemail Messages to Email will come from **webex_comm@webex.com** with the subject line **Voice Message Attached from [Name and Phone Number].** You can then open the attachment on the email to listen to the voicemail.

NOTE: Listening to an attached voicemail will not turn off the voicemail notification light on the desktop phone.

To ensure the voicemail notification light is turned off, please check your voicemail from a desk phone or from the Webex app (by dialing Ext 20001).



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 or pressing the voicemail button from your District phone.

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 (Dialing your own extension)

Start by calling your District extension from your own phone or dialing your full 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**

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