

# Cisco Voicemail

For any technical questions or assistance contact our CCIT Help Desk (864) 656-3494

[ITHelp@clemson.edu](mailto:ITHelp@clemson.edu)  
[Live Online Chat](#)  
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Please follow the instructions below to access and set up your voicemail.

## Access voicemail from phone

When you access your new Cisco voicemail for the first time you'll use 2580852 for PIN after which you'll be prompted to set a new PIN.

### From work phone:

1. Press **Message** button
2. Press **2580852** for PIN
3. Follow prompts to set **new PIN**, record greetings, etc.

### From off-campus phone:

All users will be able to dial **656-9800** to access their voice messages from an off-campus phone.

1. Dial your **work phone's extension** (for example: 656-3311).
2. Wait for voicemail to answer, and then press \* to listen to messages.
3. Enter your extension(phone number) followed by #.
4. Enter your PIN followed by #.

### Main Message Menu

While listening to message, press:

### During Message Menu

While listening to message, press:

### After Message Menu

After listening to message, press:

Key(s)	Action
1	Play new messages
2	Send a message
3	Review old messages
4	Change setup options
41	Change greetings
412	Turn on/off alternate greeting
421	Change message notification
423	Choose full or brief menus
44	Change transfer settings
5	Find messages
51	Find messages from a user
52	Find messages from all outside callers
53	Find messages from a specific outside caller

Key(s)	Action
1	Repeat message
2	Save
3	Delete
64	Slow playback (for a psychedelic affect)
65	Change volume
66	Fast playback
7	Rewind
8	Pause/Resume
9	Fast-forward

Key(s)	Action
1	Repeat message
15	Play message properties
2	Save
3	Delete
4	Reply
42	Reply to all
44	Call the sender
5	Forward message
6	Save as new
68	Send to fax machine for printing
7	Rewind
#	Save as is

# Access voicemail via web

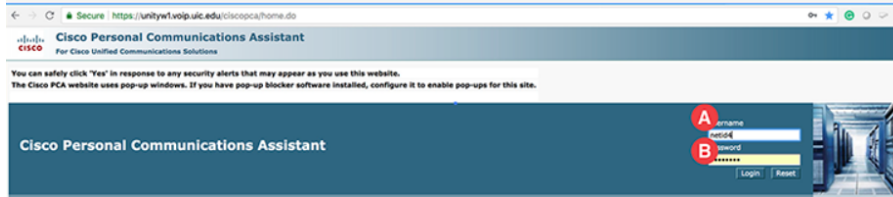
This connection requires a VPN connection

## 1. Get Started

- In your browser, navigate to: **https://cuc-01.clemson.edu/inbox/**
- If you are off-campus, you'll need to be connected to the VPN.

## 2. In the Username and Password fields, enter:

- A. Username: Clemson ID
- B. Password: Clemson Password

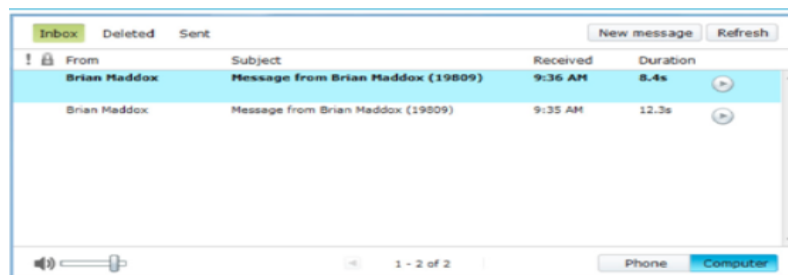


## 3. Retrieve messages

After logging in, Web Inbox displays any messages that are new or have not been managed.

Web Inbox does not refresh or retrieve messages automatically.

Select the Refresh button periodically to check for new messages.

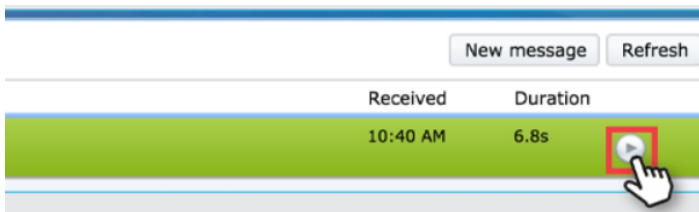


New messages appear in bold text.

- The From and Subject fields contain the calling party name and number if this information is available.

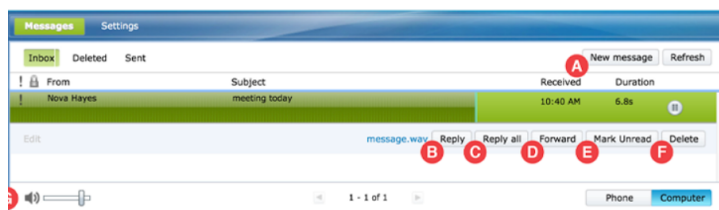
## 4. Listen to Voice Messages

- Click the message to be heard. It will highlight in green as shown.



## 5. Manage Inbox

- Options are as follows:



A. New Message: Record or upload a message.

B. Reply: Respond with a voice message to the sender.

C. Reply all: Respond with a voice message to all who received the message and are Cisco Unity Connection users.

D. Forward: Send the message to another subscriber and/or distribution list.

E. Delete: Move the message to the Delete folder.

F. Mark unread: Mark the message as unread. This presents the message as new.

G. Use the volume control bar to control playback volume when playing through a computer.

Note: Messages marked private are restricted from forwarding.