Voicemail for Cisco IP Telephones

Subscribing to Voicemail

The enrollment information that our voicemail system will ask for will depend on the location that the user is calling from. Campus Computing provides users with their new phone extension, such as "3-4551", and their initial PIN, usually "134679". Follow the steps below to begin the process of enrolling as a subscriber and personalizing your voicemail.

1. Dial the on-campus voicemail extension, **3-4000**, or press the **envelope button** on your phone.
    a. If off campus, the off-campus voicemail phone number **(727) 873-4000**, depending on your location. If you plan on using the external phone number, press ⁣ ✱ **(star)** when Voicemail answers.
2. Enter your phone extension, then press #️⃣ **(pound)**.
3. Enter you initial PIN, usually "**134679**"
4. Follow the prompts to record your name, set a new PIN and activate your directory assistance. Please answer "yes" to be listed in directory assistance.

Accessing Voicemail

After enrollment, users may manage messages, features and settings by phone. Use the following steps for accessing voicemail. Remember, the information that voicemail prompts for will depend on the location that the user is calling from.

1. Dial the on-campus voicemail extension, **3-4000**, press the **envelope button** on your phone,
    a. If off campus, the off-campus voicemail phone number **(727) 873-4000**. If you plan on using the external phone number, press ✱ **(star)** when Voice Mail answers.
2. Enter your PIN if you're on campus.
    a. If off campus, enter your extension, press #️⃣ **(pound)**, and then your **PIN**.

Checking Messages

1. Press **1** to hear new messages or press **3** to review old messages.

2. Use the following key to manage messages and control playback:

Key	Task	Key	Task
1	Restart message	6	Fast playback
2	Save	7	Rewind
3	Delete	8	Pause/Resume
4	Slow playback	9	Skip to end
5	Change playback	0	Help

Additional Information

- Press **0** (**zero**) at any time during a voicemail playback for help.
- Press ***** (**star**) to cancel the last action or return to previous point in the voicemail session.
- When leaving a voicemail, press **#** (**pound**) to skip the recipient's greeting and go straight to recording.

If you ever need assistance with your telephone or voicemail, please fill out an online service request or feel free to contact us at the Campus Computing Help Desk.