

# Manage Voice Mail Options in the User Voice Portal

## Contents

---

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Background Information](#)

[Options when Accessing the User Voice Portal](#)

[Related Information](#)

---

## Introduction

This document describes the options of the user **Voice Portal** and the flow to configure each one.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- User Voice mail feature configuration

### Components Used

The information in this document is based on these software and hardware versions:

- Webex Calling
- Webex Calling user

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Background Information

The **Voice Portal** provides an entry point for end users to access, use, and configure services via any phone interface such as **Voice Messaging** and **Personalized Name Recording**. The **Voice Portal** can be reached from any phone. Each party uses its configurable passcode to access its respective menu of services.

## Options when Accessing the User Voice Portal

To access the user voice portal you need to set a passcode and record your name greeting by the least.

To enter the user **Messaging Portal**

**Step 1.** Call your **Voice Portal**

**Step 2.** Enter your Mailbox ID (usually, the user extension), followed by the Pound (#) key.

**Step 3.** Enter your passcode.

**Step 4.** The prompt for the voicemail menu options begins.

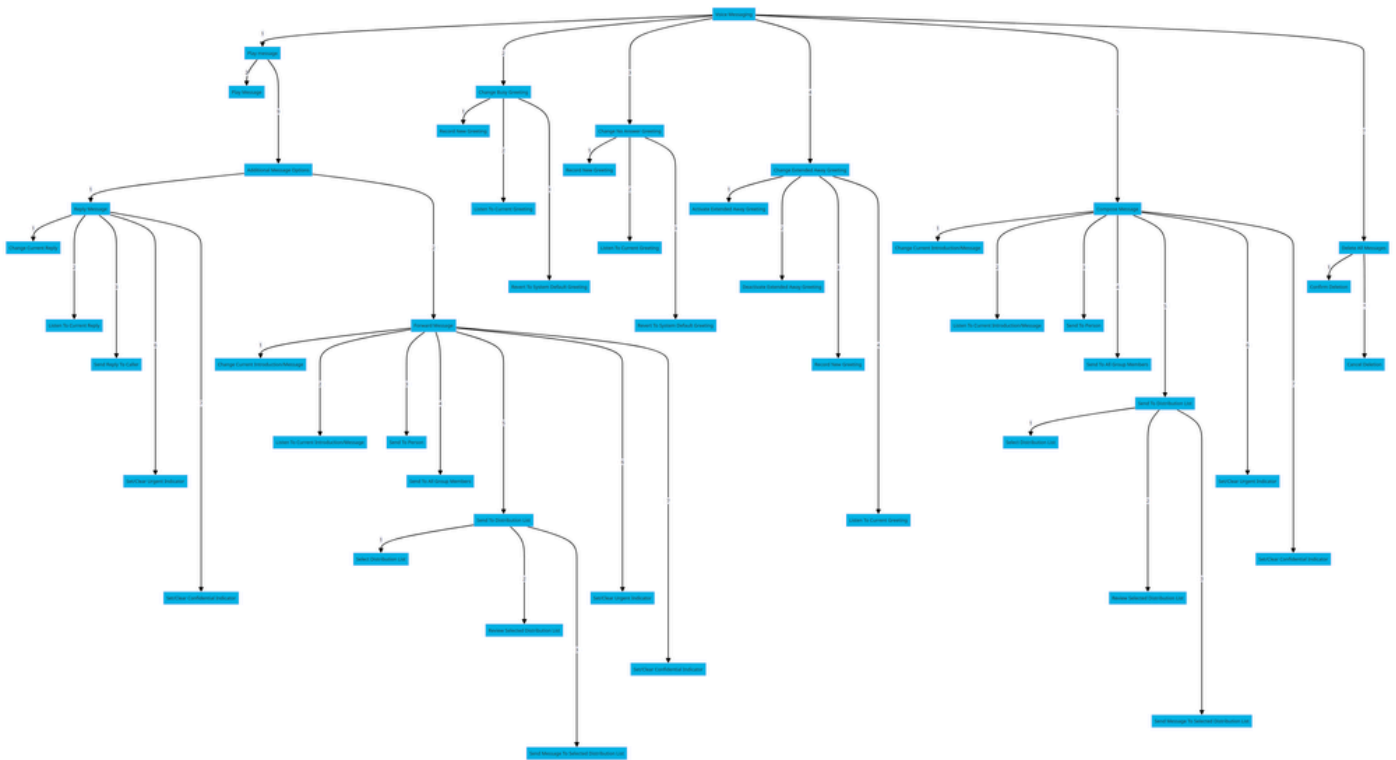
**Step 5.** Press 1 to access your voice mailbox.

**IVR** (Interactive Voice Response) Options:

- **(1) Play message**
  - (1) Reply Message
    - (#) End Recording
    - (1) Change Current Reply
    - (2) Listen To Current Reply
    - (3) Send Reply To Caller
    - (6) Set/Clear Urgent Indicator
    - (7) Set/Clear Confidential Indicator
  - (2) Forward Message
    - (3) End Recording
    - (1) Select Distribution List
    - (2) Review Selected Distribution List
    - (3) Send Message To Selected Distribution List
    - (1) Change Current Introduction/Message
    - (2) Listen To Current Introduction/Message
    - (3) Send To Person
    - (4) Send To All Group Members
    - (5) Send To Distribution List
    - (6) Set/Clear Urgent Indicator
    - (7) Set/Clear Confidential Indicator
  - (#) Save Message
  - (2) Play Message
  - (4) Previous Message
  - (5) Play Envelope
  - (6) Next Message
  - (7) Delete Message
  - (9) Additional Message Options
- **(2) Change Busy Greeting**
  - (#) End recording
  - (1) Record New Greeting
  - (2) Listen To Current Greeting
  - (3) Revert To System Default Greeting
- **(3) Change No Answer Greeting**
  - (#) End recording
  - (1) Record New Greeting
  - (2) Listen To Current Greeting
  - (3) Revert To System Default Greeting
- **(4) Change Extended Away Greeting**
  - (#) End recording
  - (1) Activate Extended Away Greeting
  - (2) Deactivate Extended Away Greeting

- (3) Record New Greeting
- (4) Listen To Current Greeting
- **(5) Compose Message**
  - (1) Change Current Introduction/Message
    - (3) End Recording
  - (2) Listen To Current Introduction/Message
  - (3) Send To Person
  - (4) Send To All Group Members
  - (5) Send To Distribution List
    - (1) Select Distribution List
    - (2) Review Selected Distribution List
    - (3) Send Message To Selected Distribution List
  - (6) Set/Clear Urgent Indicator
  - (7) Set/Clear Confidential Indicator
- **(7) Delete All Message**
  - (1) Confirm Deletion
  - (\*) Cancel Deletion

This diagram shows the complete flow of the user Voice Messaging.



*Menu Command Tree*

## Related Information

- [Configure and Manage Voicemail Settings for a Webex Calling User](#)