

## Softphone - WebEx Using voicemail (answering machine)

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### Schlüsselwörter

Cisco Softphone VoIP WebEx telephone

### Lösung (öffentlich)

Voicemail (personal answering machine) is not automatically available to all phone numbers, but must be activated by sending an e-mail to the Service Desk. The phone number and assigned ZIH login must be communicated for this purpose. Before this, the "Voicemail" section in the softphone has no function.

#### Initial setup

If voicemail has been requested for your telephone number and set up by ZIH, initial installation from your work telephone (softphone) is mandatory. The initial registration routine must be completed once before the first use. The initial installation PIN is preset to "12345", which you must change during the initial registration routine. Please note that your voicemail will be deactivated by ZIH for security reasons after a period of two months has elapsed without the initial installation and PIN change.

You can access the voicemail settings via the "Voicemail" menu item. Click on the "handset icon" to call the voicemail.

Screenshot CISCO WebEx: Calling voicemail

Expand the "Keypad" to enter data in the active call with the voicemail.

Screenshot CISCO WebEx: Expanding keypad

Now enter the following using the telephone keypad and record announcements:

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Enter the preset PIN 12345 and #

-

Recording of your name (otherwise the caller's number is recorded via speech synthesis) # (confirmation with #)

-

Recording of the standard greeting (alternatively recording of a predefined standard greeting)

-

1 for new recording #

-

# to retain the standard greeting

-

Re-enter your PIN (2 times) at least 4 digits (help with 0)

-

Change your directory status (callers can search for your name or phone number in the voicemail directory - the entry is deactivated by default) (help with 0)

-

Change status with 1 (inclusion in the directory service)

-

do not change with #

-

Completion of the initial installation is confirmed by the system with the announcement "Your registration is complete." confirmed.

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You can now end the call by pressing the red button.

Screenshot CISCO WebEx: Ending the call

Setting call forwarding to the voicemail

To redirect calls to the voicemail, you must set the redirection in the call settings. To do this, click on "Call settings" at the bottom left.

Screenshot CISCO WebEx: Selecting call settings

Select "Voicemail" from the list under "Call forward".

Screenshot CISCO WebEx: Activating call forwarding to voicemail

You can recognise the configured call forwarding by the green handset symbol with arrow.

Screenshot CISCO WebEx: Call forwarding active

You can make more detailed forwarding settings (on busy, by time, etc.) via the [1]Cisco user portal.

Listening to incoming messages

If messages have been recorded on your voicemail, you can recognise this by the number in the "Voicemail" menu item.

Screenshot CISCO WebEx: New voice message received

Click on the "Voicemail" menu item and select the new message. The sender and time of the incoming message are displayed and you can listen to the message by clicking on the play icon (triangle).

Screenshot CISCO WebEx: Listening to a voice message

You can pause, rewind, etc. the message at any time and delete the message at the end.

Screenshot CISCO WebEx: Pause, rewind or delete voice message

Operating the voicemail via the web interface

Alternatively, you can also access the voicemail via the following web page [2]<https://cuc1.voip.tu-dresden.de/inbox/> and initially land in the inbox of your voicemail. The "Settings" tab opens another window for the settings of your voicemail.

Switching the voicemail from answering machine to message function

You can also switch your voicemail from the standard answering machine function to the message function. This means that the caller only has the option of listening to your greeting message, but cannot leave a message. To do this, please use the alternative greeting in the Greetings section. You can record your own greeting message for this. If the alternative greeting is activated, all other greetings are deactivated.

[1] <https://faq.tickets.tu-dresden.de/v/itemID=1050>

[2] <https://cuc1.voip.tu-dresden.de/inbox/>