

PTS Cisco Phones - How To

This document will inform you how to manage/set up your Cisco office phone.

Phone Guides

[Cisco 7800 Series.pdf](#)

[Cisco 8800 Series.pdf](#)

[Cisco 8900 Series.pdf](#)

[Cisco 8833 Series.pdf](#)

Accessing Your Voicemail from Your Office Phone

Step 1

Dial 5000 from the extension you wish to check the messages on

Step 2

After a few seconds of silence, you will be prompted to enter your pin followed by the # key

Changing Your Password

To change your voicemail password, perform the following steps:

Step 1

If you are calling from your own phone, and you are asked for a PIN, enter it and press #. If you are calling from an external phone number or are calling from someone else's phone extension; If the system asks for your ID (usually your phone extension), enter it and press #. Then enter your PIN and press # again.

If the system asks for your PIN, press *. At the prompt, enter your ID (usually your phone extension) and press #. Then enter your PIN, and press # again.

Step 2

Press 4 to access the Setup Options menu.

Step 3

Press 3 to access your personal settings.

Step 4

Press 1 to change your password.

Step 5

Enter your new password. Press # when finished.

Step 6

Enter your new password again to confirm, and press #.

Changing Your Recorded Name

To change your recorded name, or the name that identifies you to callers, perform the following steps:

Step 1

If you are calling from your own phone, and you are asked for a PIN, enter it and press #. If you are calling from an external phone number or are calling from someone else's phone extension; If the system asks for your ID (usually your phone extension), enter it and press #. Then enter your PIN and press # again.

If the system asks for your PIN, press *. At the prompt, enter your ID (usually your phone extension) and press #. Then enter your PIN, and press # again.

Step 2

Press 4 to access the Setup Options menu.

Step 3

Press 3 to access your personal settings.

Step 4

Press 2 to change your recorded name.

Step 5

To record a new name, wait for the tone and say your first and last name. When finished, press #.

Step 6

Your newly recorded name plays. Press # to keep it, or 1 to rerecord.

Recording Your Current Greeting

Step 1

If you are calling from your own phone, and you are asked for a PIN, enter it and press #. If you are calling from an external phone number or are calling from someone else's phone extension; If the system asks for your ID (usually your phone extension), enter it and press #. Then enter your PIN and press # again.

If the system asks for your PIN, press *. At the prompt, enter your ID (usually your phone extension) and press #. Then enter your PIN, and press # again.

Step 2

After your current or default greeting plays, press 1 to record a new greeting.

Step 3

At the tone, speak your new greeting. When finished, press #.

Step 4

Your newly recorded greeting plays. To accept this greeting and continue, press #. If you'd need to record again, press 1.

Forwarding your office phone to an external number

Step 1

Press "Fwd All"

Step 2

Dial #1 and phone number (### ### #####)

Step 3

Test. Make a test call to your office extension.

Step 4

Reach out to the Help Desk if the test fails.

Access your voicemail from another phone

1. Dial **301 405 5100**, and press **star (*)**.
2. Enter your 4-**digit extension**(this is your Voicemail ID) and press pound (#).
3. Enter your **Voicemail PIN** and press **pound (#)**. You can also enter the ID and PIN of another voicemail box you own if needed.