

# Voicemail Quick Start Guide

## Voicemail Quick Start Guide


This Quick Start Guide describes how to access your voicemail, set up your voicemail, record a new greeting, and send a voicemail in email.

*This guide applies to most employees across the globe excluding some legacy SanDisk sites that have not yet migrated to Western Digital's phone system; these include: Milpitas (US), Shanghai, Shenzhen (China), Taichung, Hsinchu (Taiwan), Penang (Malaysia), and Bangalore (India).*

For help, contact the [Global IT Service Desk](#) through [ServiceNow](#) or call 408-717-5555 (offsite), x225555 (onsite) or 844-259-5442 (toll free).

## Set Up Your Voicemail

Set up your voicemail, change your PIN, and record a personalized greeting. To set up your voicemail:


1. On your Cisco phone, press **Messages** .
2. Enter the **default password (124578)**.
3. Follow the prompts to set up your recorded name, personalized greeting, and PIN number.

**NOTE:** If you encounter issues, contact the [Global IT Service Desk](#).

## Record an Alternate Greeting

After you create your initial voicemail greeting, you can change it or create alternate greetings.

To record an alternate greeting:

1. On your Cisco phone, press **Messages** .
2. Enter your **password**.
3. Choose from the following options:
  - Press **4** to access your **Set Up Options**.
  - Press **1** to access **Greetings**.
  - Press **2** to record an **Alternate Greeting**.
    - When you create an alternate greeting, you can set an end date and time to turn it off and go back to your regular greeting.


## Access Your Voicemail

If you have voicemail, there will be a red light on your handset, and the screen will display a notification stating that you have voicemail.

### To listen to voicemail on your Cisco phone:

1. Press **Messages** .
2. Enter your **PIN** number.

### To listen to voicemail from another Cisco phone:

1. Press **Messages** .
2. Press the **star key (\*)**.
3. Enter your **extension number**.
4. Enter your **PIN**.

### To listen to voicemail from another phone:

1. Dial (855) 717-8800.
2. When you hear your voicemail, press the **star key (\*)**.
3. Enter your **mailbox number** (6-digit extension number) and **PIN**.

## Voicemail in Email



As we continue to rollout technology that provides a modern and compelling computing environment, we are starting to feature voicemail in email!

We are in the process of rolling this technology out, and soon, everyone will have this feature.

If you have a Cisco phone, you will have your voicemail messages delivered directly to your inbox. When you receive a voicemail on your Cisco phone, you will be immediately notified by email. You can listen to your voicemail from any computer or device that receives Western Digital email.

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## Voicemail Prompts

MAIN MENU		DURING A MESSAGE		AFTER A MESSAGE	
1	Play new messages	1	Rewind	1	Rewind
2	Send a message	1, 1	Repeat message	4	Repeat message
3	Review old messages	2	Pause/Resume	6	Forward message
4	Change setup options	3	Fast forward	7	Delete
4, 1	Change greetings	4	Slow playback	8	Reply
5	Find messages	6	Fast playback	9	Save

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