



# Cisco 9841

Desk Phone and Voicemail

USER MANUAL



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# GETTING TO KNOW YOUR CISCO 9841 DESK PHONE

## FRONT OF THE PHONE



No.	Item	Description
1	Phone Screen	3.5" grayscale screen (Resolution 384 x 160)
2	Top 360 LED	Indicates call status, message status and phone's system status.
3	Action Button	Press the button to place a service call, such as an emergency, if configured.
4	Line and programmable feature buttons	Access your phones line, features and call sessions. (4 buttons total)
5	Softkey buttons	Access features and services. These buttons are dynamic and change based on the active funtion.
6	NFC tag	Scan the NFC tag to write onboarding information to the phones (typically done by a System Administrator). The onboarding information can be preconfigured in an industrial NFC writer/reader or a mobile phone running a custom app.
7	Hold/Resume Transfer Conference	Places an active call on hold and resumes the held call. Transfer the call to another number. Creates a multi-party conference call.
8	Headset Speakerphone Mute	Toggle the headset on. When the headset is on, the button lights. To leave headset mode, pick up the handset or press Speaker. Toggle the speakerphone on/off. When the speaker is on, the button lights. Toggle the microphone on/off. When the microphone is muted, the button lights.
9	Alphanumeric keypad	Use to enter numbers, letters and symbols.
10	Volume	Adjust the handset, headset and speaker volume (off hook) and ringer volume when the phone is idle.
11	Favorites Settings Contacts	Access Voicemail, Help Desk list and message services, if configured. Access the Settings menu. Access the directories.
12	Front Arc LED	Indicates the state of the phone, calls and messages.
13	Navigation Cluster	Consists of the Navigation ring and Select button. Scroll through menus, highlight items and select.

# BACK OF THE PHONE



Port	Description
1. Power Port	If your Ethernet doesn't support PoE or you are using a wireless network, connect the power adapter to this port to power your phone.
2. Auxiliary Port	Used for collecting console logs.
3. Ethernet Port	Connect this port to your Ethernet port on the wall or on your router with the provided Ethernet cable.
4. PC Port	Optionally, connect your computer to this port to access the network through the phone.
5. Kensington Security Slot	To physically secure the phone in public places, attach an anti-theft cable lock to the slot.
6. Handset Port	Connect your handset to this port with the shipped handset cable.
7. Cable Socket	Used for holding the handset cable.

**NOTE:** If you are installing your own Cisco Desk Phone, refer to the Connect your Cisco 9800 Series Desk Phone Quick Reference Guide at [Northland University](#).

# SIDE OF THE PHONE



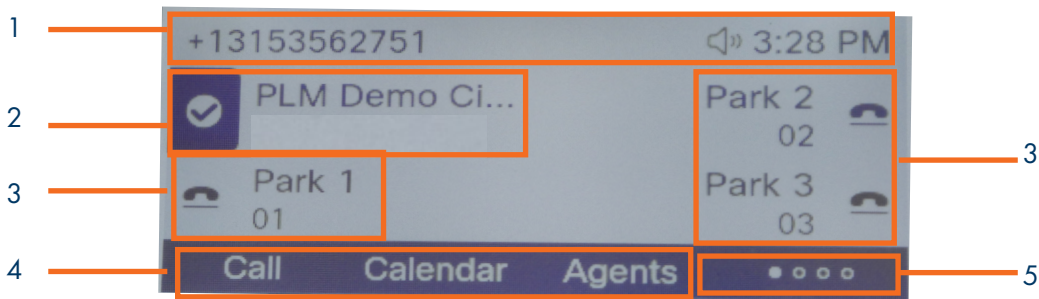
Port	Description
1. USB-A Port	+ Connect a USB-C headset + Connect a mobile device for charging See the USB port specifications and best practices for device charging in: <a href="#">Use Cisco Desk Phone 9800 Series to charge USB-powered devices.</a>
2. Foot Stand	Supports your phone standing on a desk.

# SCREEN AND ICONS

The user screens and icon indicators help you navigate and understand the information on the phone's status.

## IDLE SCREEN

The Idle screen is made up of the status bar, line and feature keys and softkeys.



No.	Name	Description
1	Status Bar	Displays the phone's default subscriber account and phone status icons.
2	Line Key	Used to make and receive telephone calls.
3	Park Keys	Displays available and in use Call Park Slots. Parks/Unparks calls.
4	Softkey Buttons	Commands that are activated by pressing the keys below them. These commands change based on the phone's state. ie: on a call.
5	More Key	Scrolls to additional Softkeys. Press the key to advance to the next screen. (

**NOTE:** Your telephone key layout may vary depending on the options chosen by your company and the system administrator.

## BUSY LAMP FIELD (BLF) STATUS

If your system has been programmed with busy lamp field buttons (also known as monitors), you will be able to monitor other users status.

LCD Light	Status
No Light	User is available.
Fast Flashing <b>ORANGE</b> Button reads "Alerting" Pick up enabled Press the button to answer the call	User's line is ringing.
Solid <b>RED</b> Icon Button reads "In use"	User is on a call.

**NOTE:** You can also press a BLF key to place a call to the user.

# PLACING AND ANSWERING CALLS

## PLACE A CALL

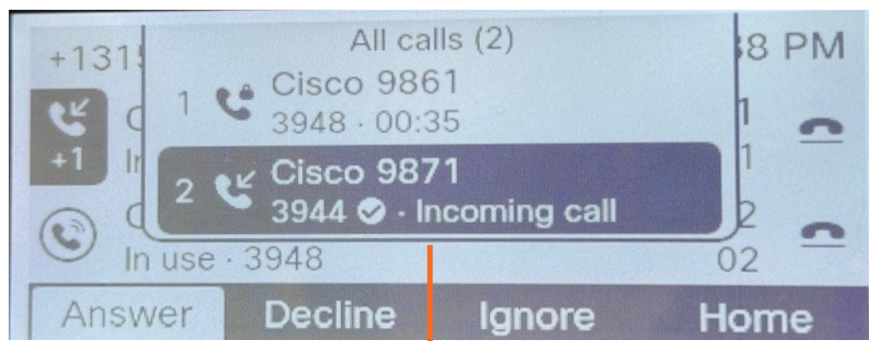
- + Internal: Enter EXTENSION number.
  - + External: Enter the 10-digit number.
  - + Lift Handset or press the CALL Softkey.
    - Or press the SPEAKER Button.
  - + To use a connected headset, press the HEADSET Button.
- NOTE: If your phone is configured with additional lines, you can select any of those lines to make a call. The caller ID of the line you select will be displayed to the called party. The first line will always be the primary line. If you pick up handset, press Speakerphone or press Headset without selecting a line, the primary line is used to place the call.

## ANSWER A CALL

- + Phone rings, indicator flashes, available commands appear on the display.
  - + Lift Handset or press SPEAKER Key or press the ANSWER Softkey.
  - + TO QUIET A RINGING CALL: Press the SILENCE Softkey.
  - + TO SEND RINGING CALL TO VOICEMAIL: Press the REJECT Softkey.
  - + TO FORWARD TO ANOTHER SUBSCRIBER: Press the FORWARD Softkey, enter the extension number and press FORWARD again.
- NOTE: If you are logged in to your Webex Account on other devices, such as the desktop or mobile app, when you press REJECT the call will not be sent directly to voicemail. It will continue to ring the other devices until it goes to voicemail.

## MANAGE MULTIPLE CALLS:

- + PLACE A SECOND CALL: Press the Line Key or the NEW CALL Softkey, first call automatically holds and you hear dial tone, enter number.



Caller ID of second call is displayed.

- + Press the LINE Button of the ringing call or Press the ANSWER Softkey.
    - First call automatically holds and you are connected to the second call.
  - + Press the DECLINE Softkey to send the second call to voicemail.
  - + Press the IGNORE Softkey to silence the ringing.
  - + Press the TRANSFER Softkey to transfer the first caller to another number and then press ANSWER to answer the second call.
- NOTE: If you are logged in to your Webex Account on other devices, such as the desktop or mobile app, the call will not be sent directly to voicemail. It will continue to ring the other devices until it goes to voicemail.



# NAVIGATING A CONNECTED CALL

**SPEAKER:** Press to make or answer any call without lifting the Handset.

- + TO SWITCH TO SPEAKER FROM HEADSET/HANDSET: Press the SPEAKER Button, replace handset in cradle.
- + TO RESUME PRIVACY: Lift Handset or Press the HEADSET Button.
- + TO END SPEAKERPHONE CALL: Press the END CALL Softkey.

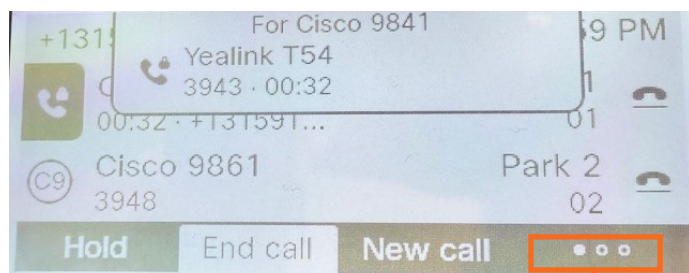
**MUTE:** Turns off your Microphone (Speaker, Handset + Headset) to allow you to speak privately. The caller cannot overhear office/background noise or conversations.

- + TO USE: Press the MUTE Key. A mute symbol appears on the display, speak privately.
- + TO RESUME CONVERSATION: Press the MUTE Key again.

**HOLD:** This is an exclusive hold to your telephone. No one else can retrieve it. Refer to [Call Park](#) for how to perform a system hold.

- + TO HOLD A CALL: Press the HOLD Softkey or the HOLD Button on the phone. *A reminder tone is heard.*
- + TO RETURN TO CALLER: Press the LINE Key or Press the RESUME Softkey or Press the HOLD Key again.

## IN CALL SCREEN 1



Press the MORE Elipses to view additional Softkey Commands.

## IN CALL SCREEN 2



## TRANSFER

**TRANSFER** allows you to connect your call to someone else (with call on line)

**Announced:** Press either the MORE Elipses and then the TRANSFER Softkey or Press the TRANSFER Button on the phone.

*The current call is held automatically.*

Enter the Number you are transferring to and press the CALL Softkey.

Wait for the person to answer and announce the call.

- + COMPLETE TRANSFER: Press the TRANSFER Softkey. *Call is transferred.*
- + TO RETURN TO HELD CALL: Press the CANCEL Softkey and then press the RESUME Softkey.

**Blind Transfer:** Press the MORE Elipses and then press the BLINDXFER Softkey. *The current call is held automatically.*  
Enter the Number and press the CALL Softkey. *The call is transferred.*

**TRANSFER TO VOICEMAIL:** Sends a caller directly to voicemail without ringing the phone.

- + Press the MORE Elipses and then press the TRANSFER Softkey. *Call is held automatically*
- + Dial \*55 and enter the extension number
- + Press the CALL Softkey. *The current call is transferred.*



# ADHOC CONFERENCE

CONFERENCE allows you to do a multi-call conference. The maximum number of participants on a desk phone is 6.

With call on line:

- + Press the MORE Ellipses and then press the CONFERENCE Softkey. *The current call is held automatically. Listen for dial tone.*
- + Enter the second number (internal or external) and press the CALL Softkey.

**IMPORTANT:** Wait for the party to answer and announce conference.

- + Press the CONFERENCE Softkey again, all parties are connected.
- + Repeat the above process to add additional (total of 6) participants.
- + TO DROP YOURSELF FROM THE CONFERENCE: Hang up.
- + TO MUTE YOURSELF: Press the MUTE Key.
- + TO RETURN TO ORIGINAL CALL: Use the Navigation cluster to select HELD Line and press the RESUME Softkey.

## CALL PARK

CALL PARK allows you to place a call on hold in the system and assign it to a Call Park Slot, typically 01, 02 and 03. The call can be retrieved from any telephone in the system by pressing the associated Park Key.

TO PARK: With caller on line

- + Press an available PARK Button. *If a PARK Slot is already in use, it will have a red icon and the word "PARKED" will appear below it..*

TO RETRIEVE: Lift Handset and press the applicable PARK Slot.

or Press the applicable PARK Button to retrieve the call on speaker.

**NOTE:** If a parked call is not retrieved within a preprogrammed number of seconds, the call will "Callback" to the phone it was parked from.

# RECENTS AND CONTACTS LISTS

**RECENTS:** Displays a list of the last calls PLACED, MISSED AND RECEIVED. You can use these lists to make calls or view caller information.

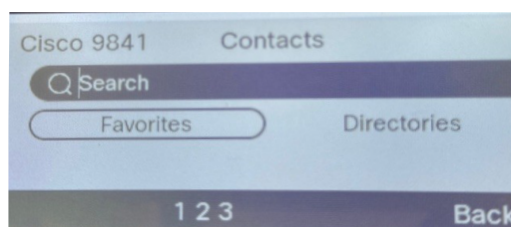
- + **TO USE:** Press the RECENTS Softkey. The default list displayed is ALL Calls. Use the NAVIGATION Keys to scroll through the individual logs.
- + **TO CALL:** Scroll to the number you wish to call and press the CALL Softkey.
- + **TO SEE CALL DETAILS:** Press the OPTION Softkey and then select DETAIL.
- + **TO ADD TO YOUR CONTACTS:** Press the OPTION Softkey and select ADD TO CONTACTS. Update any information and press the SAVE Softkey.

## GETTING TO KNOW YOUR CONTACTS LISTS

**LOCAL:** The local directory is one that you program and is specific to your telephone.

**FAVORITES:** Numbers that you add to your favorites list from the your directory or the Webex directory.

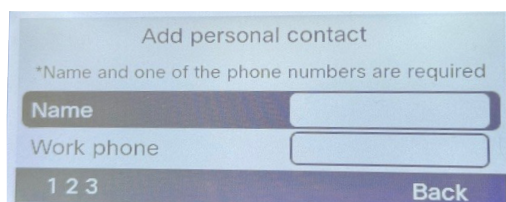
**WEBEX DIRECTORY:** There is no Corporate Directory List. To find someone in your organization, perform a search. You can then add them to you FAVORITES for quick access if they are someone you call frequently.



### ACCESS ALL CONTACTS:

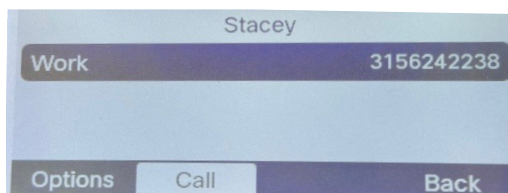
Press the CONTACTS Softkey or the CONTACTS Button to view all Contacts. This includes contacts you have programmed in yourself as well as your FAVORITES. You can also search for corporate contacts.

- + **TO SEARCH:** Use the letters on the number pad to enter a search. Enter at least three letters to see a list of matching names. Optionally, you can navigate to either the FAVORITES or DIRECTORIES to go directly to the lists.
- + Scroll down to select the contact.



### PROGRAM YOUR DIRECTORY:

- + Press the CONTACTS Softkey.
- + Scroll to DIRECTORIES.
- + To add a new contact, press the ADD Softkey.
- + Enter the contact's information. You can program Work, Mobile and Home numbers in one entry.



### WORK WITH CONTACTS:

- + Scroll to and select the Contact.
- + Press the CALL Softkey to call the contact.
- + Press the OPTIONS Softkey to add/remove from FAVORITES, Edit contact details or delete the contact.

# CONVENIENCE FEATURES

**PAGING:** Accesses telephone speakers or overhead speakers to make an announcement.

+ TO USE: Lift Handset, press the PAGE Button, wait for tone, make announcement, press the PAGE key again or hang up.

**GROUP PICK UP:** Allows you to pick up another phone you hear ringing in your group (you must be programmed in a group by a System Administrator).

+ TO USE: Hear another phone ringing in your preprogrammed group.  
Press the GRPICKUP Softkey.

**DIRECTED PICK UP:** Allows you to pick up a "specific" extension you hear ringing.

+ TO USE: Hear another phone ringing that is not in your preprogrammed group.  
Press the PICK UP Softkey and enter the EXTENSION number.  
or Dial \*97 and the EXTENSION number you wish to pick up.

**DO NOT DISTURB (DND):** Stops all tones and ringing to your phone and sends all calls to voicemail.

+ TO USE: Press the DND Softkey. A DND indicator appears under your extension number.  
+ TO EXIT: Press the DND off Softkey.

**NOTES:** When you have DND activated, your "Busy" voicemail greeting plays.  
When you are logged into Webex App, the app will still ring.

**CALL FORWARD:** Forwards your phone to ring at a different number.

+ TO USE: Press the FORWARD Softkey.  
Use the Navigation Keys to select the forwarding option.  
FORWARD ALL: Forwards all calls immediately. The phone that is forwarded will not ring.  
FORWARD BUSY: When all extensions are in use, incoming calls will be forwarded to the extension entered.  
FORWARD NO ANSWER: Calls will be forwarded after a predetermined number of rings when they are unanswered.  
Scroll to turn the option on.  
Enter the number to forward to.  
When all information is complete press the ON Softkey.  
Press the APPLY Softkey  
An indicator is displayed under your extension number that calls are forwarded and to what number.

**NOTE:** Call Forward status is indicated across applications and can be updated from any application.

+ TO TURN OFF: Press the FORWARD Softkey.  
Use the Navigation Keys to select the forwarding option.  
Scroll to turn the option off.  
Press the OFF Softkey.  
Press the APPLY Softkey.

**HOT DIAL/EMERGENCY BUTTON:** The red button on the top of the phone can be programmed by an administrator to be a "one touch" dial to a number or extension. It may be used as an Emergency button or to reach another phone internally or externally: for example Security.

+ TO USE: Press the red fixed button on the top of the phone.

# RINGS AND INDICATORS

## ADJUST RING VOLUME

You can adjust the volume while phone is ringing or idle.

Leave handset in place

Press the PLUS/MINUS VOLUME CONTROL Key to adjust the ring volume when your phone is idle.

## RING TONES

You can select from several preprogrammed ring tones so that your phone rings differently than someone who sits near you.

TO PROGRAM: Press the SETTINGS Softkey  
Scroll to and select USER PREFERENCES.  
Scroll to and select AUDIO.  
Scroll to and select RINGTONE AND VOLUME.  
Select RINGTONE.  
Scroll to each ring tone to listen.  
Press the APPLY Softkey to store the new ring tone.

# BASIC SETTINGS AND FEATURES

The SETTINGS MENU consists of seven areas of information. Most of these settings are self-explanatory.

Basic Settings	
Recents	Displays your Recents Call List.
About this device	Lists the product name, serial number, MAC address, etc.
Issues and Diagnostics	Shows a list of any issues, diagnostics and report a problem. This area should only be used if requested to do so by a System Administrator or Support Engineer.
User Preferences	This is where you set your preferences for Language, Bluetooth, Audio, Screen and Calls.
Network and service	Network settings, network status and security settings.
Accessibility	Toggle Voice feedback on/off, adjust the font size.
Restart and reset	When requested by and administrator, restart or factory reset the device.

# STATUS INDICATORS

The telephone Status is indicated by the Top 360 View light, the arc on the front of the phone and various buttons.

State	Top 360 LED	Front Arc LED	Line Buttons	Audio Buttons	Navi- gation Cluster	Calendar Button
Booting (phase 1)	Red, solid					
Booting (phase 2)	Red, solid	White (50% brightness)			White, solid	
Booting (phase 3)		White, breathing			White, solid	
Network unconnected				Mute LED on		
Idle		White (50% brightness)				
Initiating network				Mute LED on (flashing)		
Sleep/Standby		White, breathing				
Low power					White, solid	
Off hook call			Green, solid	Speaker LED on (when pressed)		
Incoming call	Amber, flashing	Amber, flashing	Amber, flashing			
In call	Green, solid	Green, solid	Green, solid	Speaker or Headset LED on (when pressed)		
Call muted	Green, solid	Green, solid	Green, solid	Speaker or Headset on (when pressed) Mute LED on		
Call on hold			Red, flashing			
Remote idle			LED off			
Remote incoming Call			Amber, solid			
Remote in call			Red, solid			
Missed call	Red, heartbeating (if enabled)					
Voicemail	Red, heartbeating					
Hot Desking		White, solid				

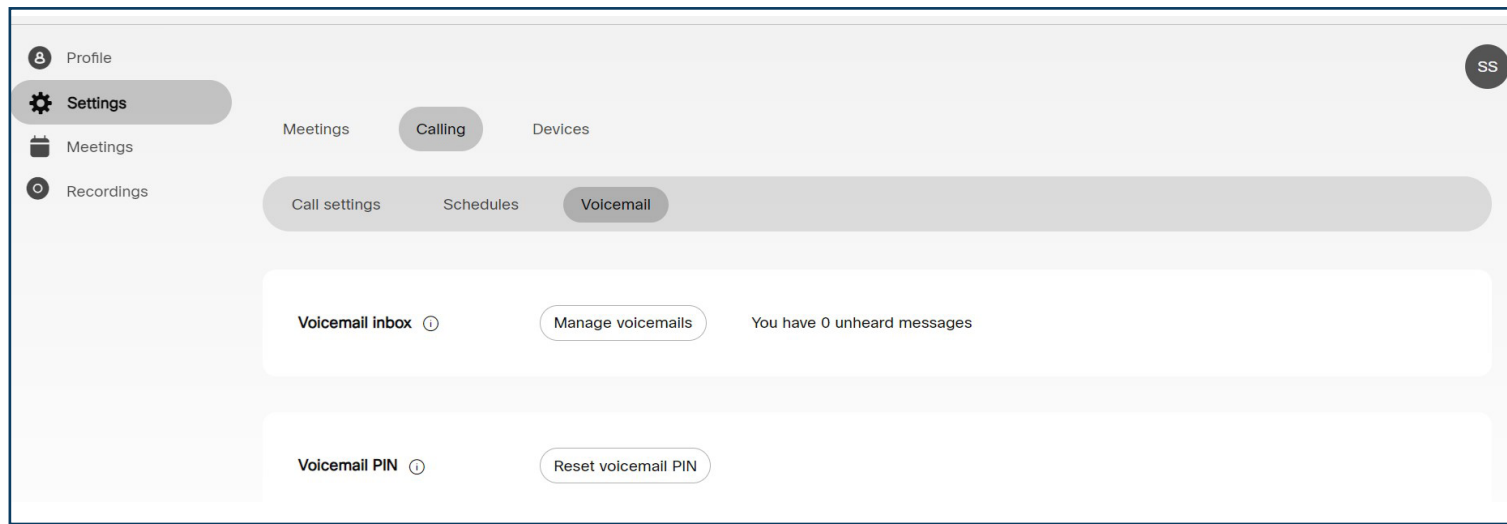
# VOICEMAIL

## SET VOICEMAIL PIN

The first time you check your voicemail on a desk phone you will be asked to set a Voicemail Code. This should be a number provided by your system administrator.

Each time you press the Voicemail key going forward, you are prompted for a PIN. If your administrator hasn't provided you with a PIN, you can use the steps presented here to help you create a PIN or change your PIN if you forget it at any time. While you're setting your PIN, you can also do things like personalize your greeting.

- + Sign in to your [Webex User Hub](#).
- + Select **Settings > Calling > Voicemail > Reset Voicemail PIN**.



- + Enter your New Voicemail PIN, making sure to meet the following requirements:

### Must contain:

6-30 digits

### Must not contain:

- + Repeated patterns
  - + Last 10 Voicemail PINs
  - + The reverse of your old PIN
  - + Your phone number or extension
  - + The same digit 3 times in a row
  - + 3 ascending digits or 3 descending digits
  - + The reverse of your phone number or extension
- + Re-enter your PIN in Confirm Voicemail PIN and click SAVE.

## RESET YOUR PIN

If you incorrectly enter your PIN three times, you will need to log into User Hub and reset it.

- + Sign into [Webex User Hub](#) and select **My Profile**.
- + Click the "... " and select **Reset Voicemail PIN**.
- + Enter your New Voicemail PIN.
- + Re-enter your PIN in **Confirm Voicemail PIN** and click **Save**.

**NOTE:** Your PIN can also be reset by a System Administrator.

## PERSONALIZE YOUR GREETINGS IN USER HUB

There are two available greeting options in User Hub: Busy and No Answer. There is a default greeting that plays if you prefer not to record a greeting, but it is always best to record a greeting that reflects your true availability.

**NOTE:** There is a third greeting option available for Extended Away however this can only be recorded from Webex App or a telephone.

- + Sign in to your [Webex User Hub](#).
- + Select **Settings > Calling > Voicemail**

The screenshot shows the 'Voicemail' settings page in the Webex User Hub. At the top, there is a toggle switch for 'Voicemail' which is turned on, with a description: 'Choose individual user voicemail and fax message settings, such as phone rings to voicemail and receiving fax messages.' Below this, there is a section titled 'Send calls to voicemail'. It contains several settings: a toggle for 'Send all incoming calls to voicemail' (turned off), a toggle for 'Send calls to voicemail when line is busy' (turned on), a radio button for 'Default message when busy' (selected), and a radio button for 'Custom message' (selected). Below the 'Custom message' option, there is a 'File name' input field, an 'Upload file' button, and a 'Record message' button. Further down, there is a toggle for 'Send calls to voicemail when no one answers' (turned on), a text input for 'Number of rings before playing the 'no answer' message (required)' with the value '3', a radio button for 'Default message when no one answers' (selected), and a radio button for 'Custom message' (selected). Below the 'Custom message' option, there is a 'Voice Portal 2024-10-09 11:04' input field, a 'Replace file' button, and a 'Record message' button.

- + Toggle on **Choose individual user voicemail and fax message settings, such as phone rings to voicemail and receive fax messages.**
- + Select **Send calls to voicemail when line is busy.**
- + Select **Default message when busy** to play the default message or **Custom Message** to record your own.
- + To record the message, select **Record message** and follow the prompts.
- + Select **Send calls to voicemail when no one answers** and follow the same steps.
- + Enter the number of rings that you want voicemail to pick up after.  
You can also record an audio file else where and upload it or replace an existing recording.

**NOTES:** When DND is activated the "Busy" Greeting plays.  
To record an "Extended Away" Greeting, log in from any telephone or from Webex app.



## ADDITIONAL VOICEMAIL SETTINGS IN USER HUB

The screenshot displays the 'Additional settings' section of a user's voicemail configuration. It includes three main categories: 'Additional settings', 'Notifications', and 'Message storage'. Each category has a list of toggleable options and input fields. The 'Additional settings' section has two toggles: 'Transfer on \'0\' to another phone number' (off) and 'Email a copy of the voicemail message' (on), with an email address field below it. The 'Notifications' section has a 'Receive voicemail notifications' toggle (on), with radio buttons for 'Email' (selected) and 'Text message', and an email address field. The 'Message storage' section has radio buttons for 'Internal mailbox' (selected) and 'External mailbox', and a checkbox for 'Use the Cisco IP Phone's new message indicator' (checked).

Section	Setting	Status	Value/Option
Additional settings	Transfer on '0' to another phone number	Off	
	Email a copy of the voicemail message	On	
	Email address		smaier@northland.net
Notifications	Receive voicemail notifications	On	
	Email	Selected	
	Text message	Not selected	
	Email address		smaier@northland.net
Message storage	Internal mailbox	Selected	
	External mailbox	Not selected	
	Use the Cisco IP Phone's new message indicator	Checked	

### Additional Settings:

**Transfer on “0” to another phone number:** If you would like callers to be able to dial 0 and reach another extension number, toggle this option ON. You will then be asked to enter the extension number. Be sure to tell people in your message to press 0.

**Email a copy of the voicemail message:** If you would like to receive a copy of the audio file in your email, toggle on and enter your email address.

### Notifications:

**Receive voicemail notifications:** To receive a voicemail notification in either your email or via text alerting you that you have a new voicemail message, toggle on and enter your email and/or mobile number.

**NOTE:** When you have new voice mail messages the line key on your desk phone will display the voicemail icon. On Webex desktop app, the number of new messages appears next to the voicemail tab. On the Webex mobile app, the indication appears on the Calling tab. Open the Calling tab to view or listen.

**Message Storage:** This is set by the system administrator.

**NOTE:** Some of the settings in the above section may be restricted from being changed by a system administrator.

# LOG IN TO VOICEMAIL FROM ANY TELEPHONE

Log in to voicemail from any account phone or external phone to listen to messages, work with personal greetings and other voice-mail settings. The first time you log in to your voicemail from your desk phone, you will be prompted to enter your voicemail code. This is **NOT** your PIN. This is the number that will be dialed when you press the Voicemail Key. This should be the extension number provided by your system administrator.

## LOG IN FROM YOUR OWN PHONE:

- + Press the VOICEMAIL  Button.
- + Enter your PIN and press #.
- + Press 1 to access your voice mailbox.
- + Press 1 to listen to your messages.

## LOG IN FROM ANY EXTERNAL PHONE:

With Voicemail Access Number provided by System Admin

- + Dial the 10 digit Voicemail Access Number
- + Enter your mailbox number and press #.
- + Enter your PIN and press #.
- + Press 1 to access your voice mailbox
- + Press 1 to listen to your messages.


## LOG IN FROM WEBEX DESKTOP APP:

- + Press the Call Voicemail button on the voicemail tab.
- + Enter your PIN and press #.
- + Press 1 to access your voice mailbox.
- + Press 1 to listen to your messages.

## LOG IN FROM USER HUB:

- + Log in to your Webex User Hub Account. [Webex User Hub](#)
- + Go to SETTINGS>CALLING>VOICEMAIL.
- + Select MANAGE VOICEMAIL.
- + Click on a message to listen to it.

## LOG IN FROM ANY COMPANY PHONE:

- + Press the VOICEMAIL  Button.
- + Press \*
- + Enter your mailbox number and press #.
- + Enter your PIN and press #.
- + Press 1 to access your voice mailbox.
- + Press 1 to listen to your messages.

With your 10 Digit DID

- + Dial your own 10 digit DID
- + When voicemail answers, Press \*
- + Enter your PIN and press #.
- + Press 1 to listen to your messages.

**NOTE:** Listen carefully as commands vary slightly when using your DID.

## LOG IN FROM WEBEX MOBILE APP:

With Voicemail Access Number provided by System Admin

- + Dial the voicemail access number.
- + Enter your PIN and press #.
- + Press 1 to access your voice mailbox.
- + Press 1 to listen to your messages.

## MAILBOX COMMANDS:

The mailbox commands are spoken however if you know the command, you can enter it at any time.

### Voice Portal Main Menu

- 1 Access your voice mailbox
- 3 To access Greetings (recorded name)
- 8 Compose a message
- 7 DELETE ALL Messages
- 9 Exit Voice Portal Menu
- \* To access the Webex Voice Portal

### Voice Mailbox Commands

- 1 Listen to Messages
- 2 Change busy greeting
- 3 Change no answer greeting
- 4 Change extended absence greeting
- 5 Compose and send a new message
- 7 Delete all messages
- \* Return to Voice Portal Menu
- # To Repeat the Menu

### Message Commands

- # Save Message
- 2 Repeat Message
- 5 Play Message Envelope
- 6 Play Next Message
- 7 Erase Message
- 9 Additional Options
  - 1 Reply to the Message
  - 2 Forward the Message
  - \* Go Back to the Previous Menu
- # To Repeat the Menu
- \* Go back to the Previous Menu

# RECORD AN EXTENDED ABSENCE GREETING

You can record an Extended Absence greeting. This must be done from a physical telephone or from the Webex App. The extended absence greeting is not available in User Hub.

## FROM ANY PHONE:

- + Log in from any phone following the instructions on the previous page.
- + Press 1 to access your voice mailbox.
- + Press 4 to record a new Extended Absence Greeting. Record at the tone.
- + Press # to end recording.
- + Press 4 to play the greeting.
- + Press 1 to activate the greeting.

## FROM WEBEX APP:

- + Press the **Call Voicemail** button on the voicemail tab.
- + Enter your passcode and press #.
- + Press 1 to access your voice mailbox
- + Press 4 to record a new Extended Absence Greeting. Record at the tone.
- + Press # to end recording.
- + Press 4 to play the greeting.
- + Press 1 to activate the greeting.

