

How to navigate the Webex Calling Voice Portal to set up and manage your voice mailbox

Voicemail keeps you connected, even when you're unavailable to answer a call. This guide will walk you through the various voice mailbox options, whether you want to listen to your latest messages, update your greeting, and more.

**Default Voicemail Pin for New Users:
907424 (907GCI)**

Cisco IP phone →

Access your voicemail with a tap of a button from your desk phone.




- Select the **Voicemail**  button to begin

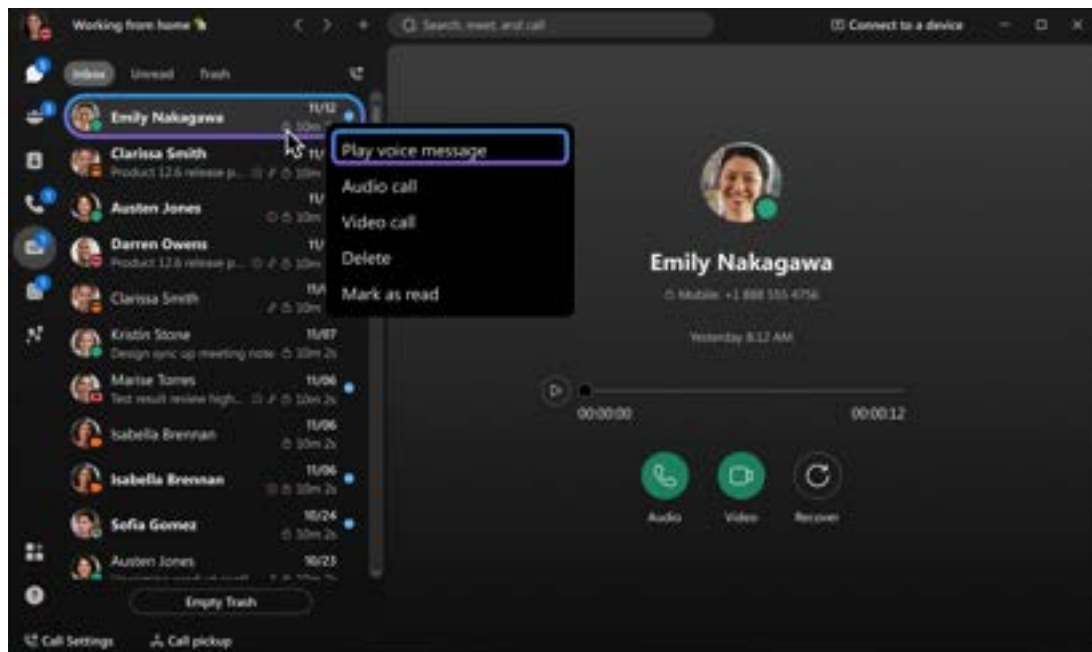
Explore the [Webex Calling Voice Portal menu tree](#) to see what options you have access to without having to dial through each menu.



Webex App →

Whenever you have a new voice message waiting for you, you'll see a notification icon in the Webex App.

- Select the **Calling**  tab to access your call history or the **Voicemail**  tab to review your voice messages
- You can adjust your voicemail settings from **Call Settings**  in the footer of the Webex App



Remote access →

If enabled by your administrator, you can access your voice portal right from your personal phone.

- Dial your assigned phone number and press the **✱** key to get started



Want an interactive walkthrough?

Take a deeper dive into the various voice portal menus to see what features you can easily access right from your Cisco IP phone.

Some options are only available if they have been enabled by your administrator.

Get started



Webex Calling Voice Portal Menu Tree

Want an interactive walkthrough?

Take a deeper dive into the various voice portal menus to see what features you can easily access right from your Cisco IP phone.

Some options are only available if they have been enabled by your administrator.

Get started

Voice Portal main menu

- 1 Access your voice mailbox
- 3 Access Greetings
- 7 Access flexible seating/hoteling*
- 8 Change passcode
- 9 Exit Voice Portal main menu
- # Repeat menu

Voice mailbox menu

- 1 Listen to your messages (Play messages menu)
- 2 Change mailbox busy greeting
- 3 Change mailbox no answer greeting
- 4 Change mailbox extended away greeting
- 5 Compose and send a new message
- 7 Delete all messages
- * [Return to Voice Portal main menu](#)
- # Repeat menu

Greetings menu

- 1 Record personalized name
- * [Return to Voice Portal main menu](#)
- # Repeat menu

Flexible seating/hoteling menu*

- 1 Check host status
- 2 Associate with host
- 3 Disassociate from host
- 4 Disassociate from remote host
- * [Return to Voice Portal main menu](#)
- # Repeat menu

*These options are provided only if these services have been assigned to you.

Change passcode

- # Enter new passcode, followed by the pound key
- * [Return to Voice Portal main menu](#)

Personalized name menu

- 1 Record new personalized name
- 2 Listen to current personalized name
- * [Return to Voice Portal main menu](#)
- # Repeat menu

Play messages menu

- 2 Repeat message
- 4 Play previous message
- 5 Play message envelope
- 6 Play next message
- 7 Erase message
- 9 **Additional options**
- * Return to Voice mailbox menu
- # Save message

Change busy greeting menu

- 1 Record new busy greeting
- 2 Play current busy greeting
- 3 Revert to system default busy greeting
- * Return to Voice mailbox menu
- # Repeat menu

Change no answer greeting menu

- 1 Record new no answer greeting
- 2 Listen to current no answer greeting
- 3 Revert to system default no answer greeting
- * Return to Voice mailbox menu
- # Repeat menu

Change extended away menu

- 1 Activate extended away greeting
- 2 Deactivate extended away greeting
- 3 Record new extended away greeting
- * Return to Voice mailbox menu
- # Repeat menu

Compose messages menu

- 1 Change current message
- 2 Listen to current message
- 3 Send to specific group members
- 4 Send to entire group
- 5 Send to distribution list
- 6 Set or clear urgent indicator
- 7 Set or clear confidential indicator
- * Return to Voice mailbox menu
- # Repeat menu

Delete all messages menu

- 1 Confirm deletion
- * Cancel deletion

While playing messages

- 1 Skip backward 3 seconds
- 2 Pause or resume playback
- 3 Skip forward 3 seconds
- 4 Skip to beginning of message
- 6 Skip to end of message

Additional options

- 1 Reply to current message
- 2 Forward current message
- * Return to Play messages menu
- # Repeat menu

Reply to message

- 1 Change current reply
- 2 Listen to current reply
- 3 Send reply to caller
- 6 Set or clear urgent indicator
- 7 Set or clear confidential indicator
- * Return to Additional options menu
- # Repeat menu

Forward message

- 1 Change current introduction
- 2 Listen to current introduction
- 3 Send to specific group members
- 4 Send to entire group
- 5 Send to distribution list
- 6 Set or clear urgent indicator
- 7 Set or clear confidential indicator
- * Return to Additional options menu
- # Repeat menu

Extended away greeting

- Extended away is a special type of no-answer greeting
- Activating the Extended away greeting automatically deactivates the No answer greeting
- Deactivating the Extended away greeting activates the No answer greeting
- Activating the Extended away greeting disables the ability for users to leave you messages