




Cisco Voice Mail Setup and Forwarding Instructions

To set up your Voice Mail on your Cisco desk phone, please follow the instructions below.



1. Press the voice mail button  on your phone.
2. Enter your PIN, followed by pound. If you have forgotten your PIN and need it reset, please contact ITS Communications by emailing communications@jccal.org.
3. Press 4 for setup options to set your greetings. You may choose the Standard Greeting or record a personalized greeting.
4. To change your greeting press 1
5. Your current greeting will be identified, to change or update follow the prompts provided.

Recommended Greetings

Standard Default Voice Mail Greeting:

Sorry (**your name is inserted*) is not available. Record your message at the tone. When you are finished hang up or press pound for more options.

**If you choose the Standard Voice Mail Greeting above, your name is automatically inserted by system.*

Personalized Voice Mail Greeting Sample:

You have reached (*insert your name here*) with the Jefferson County Commission department of (*insert your department name here*). I'm sorry I am unable to take your call currently. Please leave a detailed message along with a call back number and I will return your call as soon as possible. Thank you.



Phone Forwarding Instructions

Instructions to forward from your phone.



1. Press the Soft Key button with “...” (see image to the left for location of button) until you see “Forward all”. Select the “Forward all” option and you will enter your entire number where the calls should be forwarded 999-999-9999, once entered it will show on your phone that all calls have been forwarded to the specified number.
2. To remove the forwarding, follow instructions in step #1 and select “Forward off”

Instructions to forward your phone using the Self-Care Portal.

1. Go to <https://cucm01.jcc.jccal.org/ucmuser/>
 2. Your username and password will be the same credentials you use to log into your computer
 3. Under the Phones tab, you will select “Call Forwarding”
 4. Click the check box next “Forward all calls to:”
 - a. You may select Voicemail
 - b. Or, you may select to add a new number, here you will enter your full 10 digit cell phone number where you would like your calls forwarded to.
 5. Once completed, click on “Save”
- To un-forward, you will follow the same instructions as above, except you will just uncheck the “Forward all calls to:” and then click “Save”

There are other features you may change using the Self Care Portal as well, such as resetting your PIN for Voicemail. To change the PIN, when logged into the self-care portal, you will click on the “General Settings” tab at the top, and in the appropriate location you will enter and confirm your new PIN.

****NOTE:** To see additional settings and features available in the Self-Care Portal, please access the following link [Self-Care Portal User Guide](#).



Instructions to forward your phone using the Self Care Portal.

If you do not have access to your desk phone and do not have access to log into the self-care portal, you may access your voicemail and settings by calling your direct number. Once your voicemail answers, following the instructions below:

1. Press *
2. You will be prompted to enter your ID followed by # (your ID is your 4-digit extension).
3. Next, you will be prompted to enter your PIN followed by #.
4. Once you have entered the above credentials, you will have access to listen to your messages and make changes to your greeting(s) and transfer rules. You will follow the prompts provided within the system to make your needed changes.

For additional assistance, please contact Information Technology Services Communications emailing communications@jccal.org.