Reference Guide

Voice Mail

Setting Up a New Mailbox

1. From your desk phone, press **Message** button.
2. When prompted, enter your **PIN,** and then press **#.**
   The default PIN is **246810.**

When setting up a new mailbox, you are prompted to:

a. Record your name
b. Record your personal greeting
c. Change your PIN
d. Change your directory listing status
e. Finish enrollment

a. Record Your Name

- After the tone, record your first and last name, and press **#.** Your newly recorded name plays.
- Press **#** to keep it, or press **1** to re-record.

b. Record Your Personal Greeting

The system greeting plays.

- To keep the system greeting, press **#.**
- To record a personalized greeting, press **1.**
- At the tone, record your greeting, and press **#.** Your newly recorded greeting plays.
- Press **#** to keep it, **OR** press **1** to re-record your greeting.

c. Change Your PIN

- Enter your new PIN, and press **#.**
  Note PIN criteria:
  - 4-13 digits
  - No consecutive digits (1234 or 4321)
  - No single digit repeated (1111)
  - Not your extension number forward or backward
- To confirm your PIN, re-enter it, and press **#.**

d. Change Your Directory Listing Status

You can be listed in the directory so callers can look up your name and extension. If you have the ability to change your status, the system will tell you. You will be told if you are listed in the directory.

- To change status, press **1,** or press **0** for **Help.**

e. Finish Enrollment

Once finished, wait until you hear, "You have finished enrollment," followed by the **Main Menu** options. Wait for this prompt; otherwise, you will hear all the set up options again the next time you access your mailbox.

- To exit voicemail, press ***.**

Accessing Your Voicemail (518-549-1000)

1. From Your Desk Phone:
   - Press the **Message** button.
   - Enter your **PIN,** followed by **#.**
   - At **Main Menu,** follow prompts.
2. From Another Desk Phone:
   - Press the **Message** button.
   - **Once answered, immediately press *.**
   - Enter your own ID, followed by **#.** Your ID is your 10-digit directory number .
   - Enter your PIN, followed by **#.**
   - At **Main Menu,** follow prompts.
3. From Outside the System:
   - Dial (518) 549-1000.
   - **Once answered, immediately press *.**
   - Enter your ID, followed by **#.** Your ID is your 10-digit directory number.
   - Enter your PIN, followed by **#.**
   - At **Main Menu,** follow prompts.

Transfer Call Directly to Voice Mail

1. While connected to a call, press **Transfer** soft key.
2. Dial * and the 10-digit number where you want the call to be transferred.
3. Press **Transfer** soft key**.**

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Voice Mail

Main Menu/Submenus

Access your mailbox using one of the methods in "Accessing Cisco Unity by Phone."

Main Menu

Play New Messages ..... Press 1
Send a Message ..... Press 2
Review Old Messages..... Press 3
  Listen to Saved Messages..... Press 1
  Listen To Deleted Messages ..... Press 2
For Set-up Options ..... Press 4
  Change Your Greetings ..... Press 1
  Message Settings..... Press 2
  Preferences ..... Press 3
    Change PIN ..... Press 1
    Change recorded name ..... Press 2
    Change directory listing ..... Press 3
  Transfer Settings ..... Press 4
Exit..... Press *
Help ..... Press 0

Commands to Use Anytime

Help..... Press 0
Cancel, Exit, or Backup..... Press *
Use to Skip, Move Ahead, Complete, Confirm Address, Accept Changes, Send Message, Start/Stop Recording..... Press #

Listen to Messages (from Main Menu)

Play New Messages..... Press 1
Review Old Messages..... Press 3

Playback Controls (DURING playback)

Restart Message Playback ..... Press 1
Save Message ..... Press 2
Delete Message ..... Press 3
Slow Down Playback ..... Press 4
Volume Control (raise/lower)..... Press 5
Speed Up Playback ..... Press 6
Rewind 3 Seconds ..... Press 7
Pause/Continue Playback ..... Press 8
Fast Forward 3 Seconds..... Press 9
Skip Message ..... Press #

Playback Controls (AFTER playback)

Repeat Message..... Press 1
Save Message..... Press 2
Delete Message..... Press 3
Reply..... Press 4
Forward Message..... Press 5
Mark as New Message..... Press 6
Skip Back..... Press 7
Message Properties (message info)..... Press 9
Cancel Message Playback..... Press *
Help..... Press 0

Sending a Message

1. From the **Main Menu,** press **2**.
2. Record message after the tone, and press **#**
3. To address message by name:
   - Using the dial pad, enter last name and then first name.
   - Press **#.** The person's name will play.
   - To accept, press **#.** If incorrect, press ***** to cancel, and enter another name.
4. To address message by extension**:**
   - Press **##.**
   - Enter 10 digits, and press **#.** The person's name will play.
   - To accept, press **#.** If incorrect, press ***** to cancel, and enter another extension.
5. Choose from the following options:
   - To mark urgent..... Press 1
   - For return receipt..... Press 2
   - To mark private ..... Press 3
   - For future delivery ..... Press 4
   - To review recording ..... Press 5
   - To re-record ..... Press 6
   - To add to message ..... Press 7
   - To add new name..... Press 91
   - To review all names ..... Press 92
   - To copy yourself ..... Press 95
   - To cancel ..... Press *