

Cisco Unity Voice Mail - Reference Guide

ALL Locations - Voicemail Access # (518) 549 - 2999

SETTING UP A NEW MAILBOX

1. From your desk phone, Press **Message** button
2. When prompted, enter your **PIN**
(The Default Pin is = **5020**), then Press #

To set up a new mailbox, you are automatically prompted to:

- A. Set up a recorded name,
- B. Record your personal greeting,
- C. Change your PIN.
- D. Change your directory listing status
- E. Finishing Enrollment

A. RECORD NAME:

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

B. RECORD THE STANDARD GREETING:

The system greeting plays.

5. To keep the system greeting **Press #**
6. To record a personalized greeting, **Press 1**
7. At the tone, record your greeting, then **Press #**
Your newly recorded greeting plays.
8. **Press #** to keep it **OR, Press 1** to re-record your greeting.

C. CHANGE PIN:

9. Enter your **new PIN, then Press #.**
Note PIN Criteria:
 - PIN can be 4 – 13 Digits.
 - No consecutive digits (1234 or 4321)
 - No single digit repeated (1111)
 - Not your extension number forward or backward.
10. To confirm your new PIN, **re-enter the new PIN, and then Press #.**

D. DIRECTORY LISTING:

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.

11. **To change listing status Press 1, or For help, Press 0.**

E. FINISHING ENROLLMENT:

12. Once you have completed set-up, **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.*
13. To **Exit** voice mail, **Press ***

ACCESSING YOUR VOICEMAIL

Choose the appropriate method:

A. FROM YOUR DESK PHONE:

1. Press the **Message** button
2. Enter your **PIN followed by #**
3. At Main Menu Follow Prompts

B. FROM SOMEONE ELSE’S DESK PHONE:

1. **Press the Message** button, once answered, **immediately Press ***
2. Enter **your own ID followed by #**
(Your ID = Your directory number which may be 7 or 10 digits – See System Admin)
3. **Enter your PIN followed by #**
4. At Main Menu Follow Prompts

C. FROM OUTSIDE THE SYSTEM:

1. **Dial (518) 549 – 2999**
2. Once answered, **immediately Press ***
3. Enter your **ID followed by #**
(Your ID = Your directory number which may be 7 or 10 digits – See System Admin)
4. Enter your **PIN followed by #**
5. At Main Menu Follow Prompts

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MAIN MENU / SUBMENUS

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

Main Menu Options are:

PLAY New Messages	Press	1
SEND A Message	Press	2
Review Old Messages	Press	3
<i>Listen to Saved Messages</i>	Press	<i>1</i>
<i>Listen to Deleted Messages</i>	Press	<i>2</i>
For Set Up Options	Press	4
<i>Change your Greetings</i>	Press	<i>1</i>
<i>Message Setting</i>	Press	<i>2</i>
<i>Personal Settings</i>	Press	<i>3</i>
<i>Transfer Settings</i>	Press	<i>4</i>
To Exit	Press	*
For Help	Press	0

COMMANDS TO USE ANYTIME

Help	Press	0
Cancel, Exit, or Back up	Press	*
Use to Skip, move ahead, complete, confirm address, accept changes, send message, and to start stop/recording.	Press	#

LISTEN TO MESSAGES

From the Main menu:

- **To Play New Messages, Press 1** **OR**
- **To Review Old Messages, Press 3**

PLAYBACK CONTROLS – DURING Message 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	#

After message has played, summary info plays

PLAYBACK CONTROLS – AFTER Message Playback

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

TO SEND A MESSAGE

1. **From Main Menu, Press 2** to Send a Message
2. **Record** message after the tone, then **press #**
3. **Address message by name followed by #,**

When addressing message by name use the dial pad, enter last then first name followed by #. The name of person will play, to accept, press #,

*If incorrect, press * to cancel and enter another name.*

OR

Press # #, to address by Extension Number.

When addressing by number enter 7-10 digit (See Admin), then press #. The name will be played, press # to confirm.

*If incorrect, Press * to cancel and enter a different extension number.*

4. **To add another address, press 9 1**
5. **To send message, press #.**

TO CANCEL SENDING A MESSAGE

NOTE: Do NOT Hang-up!!! If you hang-up after creating a message and confirming an address, the message WILL BE sent to the addressee(s)!!

To cancel sending a message once you have created message and entered an address:

Press * and then **Press 1** to confirm cancellation
You will then be returned to the Main Menu.