

CISCO UNITY VOICEMAIL

Accessing Voicemail

From your own station

- Press messages button or dial **8588**
- Enter default password (**124578**) and – Press #
- Follow prompts – the voicemail system will help you setup your mailbox

Note: If this is the 1st time you are accessing your voice mail system- You will need to do the following:

Record your Name
Record a Greeting (Optional)
Change or Create A Password
Choose whether to be listed in the directory

Note: If you hang up before you have completely enrolled, none of your changes will be saved and when you log into the Voicemail system, you will hear the 1st time enrollment again.

From Outside/Home

- Dial **739-8588**
- When Greeting Plays
- Press * (star) and Enter (ID no) which is your extension number – Press #
- Enter your password – Press #
- Follow Prompts

Or From another Internal Station

- Dial your 4-digit extension number
- When your greeting is reached
- Press * (star) and Enter (ID no) which is your extension number – Press #
- Enter your password – Press #
- Follow Prompts

1st Time Enrollment

You are prompted to set up a recorded name and personal greeting and change your password.

To Exit – Press * (star)

To Create a Recorded name that Identifies you to callers:

- The system states that you have no recorded name. To Record a name Press 1
- At the tone, say your first and last name. When done, Press # (pound)
- Your newly recorded name plays, Press # (pound) to keep it or Press 1 to re-record

To Record a Personal Greeting:

- The Standard greeting – Sorry Name or extension number is not available. Record your message at the tone. To keep this greeting, **Press # (pound)**
- To Record a New Standard Greeting, Press 1. Speak your greeting- When done, **Press # (pound)**
- Your newly recorded greeting plays. To Accept this greeting and continue, **Press # (pound)**
- To Re-Record your greeting, **Press 1**

To Change Your Password

- Enter your New Password, which must be at least (4) Digits. Press # (pound) when done
- Re-enter your New Password, then Press # (pound)

Directory Listing

- You will hear that you are listed in the directory. To change your listing status Press 1.
- You will then hear you are not listed and it will repeat To change your listing status Press 1
- By pressing 1 – You will hear You are listed in the Directory

You will hear the following after the above has been done – You have finished enrollment.

To listen to your new messages – Press 1
ETC

To Retrieve Your Messages

- Log into your voicemail box
- Press 1 to listen to New Messages
- Press 3 to listen to Old Messages
 - Press 1 to listen to Saved Messages
 - Press 2 to listen to Deleted Messages

Options While Your Listening to Messages

Press 1 to Restart message
Press 2 to Save message
Press 3 to Delete message
Press 4 to Slow Playback
Press 5 to Change Volume
Press 6 to Fast Playback
Press 7 to Rewind Message
Press 8 to Pause/Resume
Press 9 to Fast Forward
Press # to Fast forward to End of Call
Press ## to Skip Message or Save as is

Options After Listening to Messages

Press 1 to Replay message
Press 2 to Save/Restore as saved
Press 3 to Delete
Press 4 to Reply
- Press 42 to Reply to All
- Press 44 to Call the subscriber
Press 5 to Forward Message
Press 6 to Save as New/Restore as New
Press 7 to Rewind Message
Press 8 to Deliver e-mail or fax to Fax machine
Press 9 to Play message properties
Press # to Save as is

To Send A Message

- Dial into your voicemail box
- Press 2
- Dial the Extension number, then press # (pound)
- To switch between spelling and number entry, Press ##
- To Confirm – Press # or to Cancel – Press *
- To Add another extension, Press 1 then Dial the extension #
- To Confirm – Press # or to Cancel – Press *
- To Record a message, Press # and then begin recording after tone
- To end recording, Press #
- Press 1 for additional message options
- Press # to send message

Setup Options

- Dial into your voicemail box. Enter Password
- You will hear your name
- Hello – You have xx Messages. To Send a message Press 2, You have xx Old Messages, For Setup Options Press 4, For Help Press 0, to exit Press *
- Press “4” for Setup Options
 - Greetings Press 1
 - Message Settings Press 2
 - Personal Settings Press 3
 - Transfer Setting Press 4
 - Help Press 0 (zero)
 - To Exit Press * (star)

-For Greetings Options – Press 1

- To re-record your greeting Press 1
- To turn on your alternate greeting Press 2
- To Edit other greetings Press 3
- To hear all your greetings Press 4
- To Help Press 0
- For Exit Press *

-For Message Settings – Press 2

- To Change Message Notification Press 1
- To Change fax delivery Press 2
- To Change Menu type Press 3
- Edit Private Lists Press 4

-For Personal Greetings – Press 3

- To Change your Password Press 1
- To Change your Recorded Name Press 2
- To Change Directory Listing Press 3

-Transfer Options – Press 4

**It is recommended that this Option is not Changed
Use the following keys Anytime**

0 Help
* Cancel or back up

******Notes:**

- The voicemail system has voice prompts to walk you through the system
- Voice mail will take messages if your mailbox is not initialized
- You will need to set up / initialize your mailbox before you can retrieve your messages
- Passwords need to be four digits
- Your Password is Set to **Never Expire**
- Deleted voice mail will go into a "Deleted" folder. The message goes permanently deleted ___15___ days after it is set to the deleted folder.