Cisco Unity Voicemail User Guide

Use These Keys Anytime During any Changes
* Cancel or back up
# Skip or move ahead

FIRST TIME YOU LOG IN
To Configure Cisco Unity:
Step 1 Press the Message button.
Step 2 Enter a PIN (password). (Default PIN (password) is provided by the department or Voicemail admin)
Step 3 Please follow system instructions for the following:
• Record your name
• Set up a new PIN (password)
• Record your greeting
• WAIT until you hear “You Have Finished Enrollment” then hang up

To Check Messages from your telephone:
Step 1 Press the Message button and log on.
Step 2 Press 1 to hear new messages, or press 3 to review old messages.
Step 3 Use the following keys to manage your messages and to control playback.

Use These Keys During a Message
1 Repeat
7 Skip back
2 Save
9 For Message Properties
3 Delete
18 Mark this message urgent
4 Reply
* Cancel message playback
5 Forward message
0 For help

Use These Keys After a Message
1 Repeat
6 Mark it new
2 Save
7 Skip back
3 Delete
9 For message properties
4 Reply
* Cancel play message
5 Forward message
0 For help

To Check Messages from outside the office:
Step 1 Dial 704-687-5000
Step 2 When the greeting begins to play, Press *
Step 3 Enter your ID (5-digit extension or mailbox number), then press #.
Step 4 Enter your PIN (password) then press #
Cisco Unity Voicemail User Guide

To Change Your PIN (password):
Step 1 Press the Message button and log on.
Step 2 Press 4 >3 >1.
Step 3 Enter a new PIN (password) and press #.
Step 4 Enter the new PIN (password) again to confirm it and press #.

To Change Your Recorded Name:
Step 1 Press the Message button and log on.
Step 2 Press 4 >3 >2.
Step 3 At the tone, record your name, press # to end recording or press * to keep the current recording.

To Record a Greeting:
Step 1 Press the Message button and log on.
Step 2 Press 4>1>1.
Step 3 After Cisco Unity plays your current greeting, press 1 to re-record it, or press 3 to record a different greeting, choose the greeting, then rerecord it.

To Enable or Disable a Greeting:
(You can enable or disable only your alternate greeting by phone.)
Step 1 Press the Message button and log on.
Step 2 Press 4 >1 >1.
Step 3 After Cisco Unity plays your current greeting, press 2 to enable or disable your alternate greeting.
Note: When your alternate greeting is enabled, it overrides all other greetings.

To Reply to a Message:
Step 1 After listening to the message, press 4.
Step 2 Record your reply.
Step 3 Press # to send the reply, or press 1 for message options.
*Message Options are the same as above.*
Step 4 Follow the Cisco Unity conversation to handle the original message.

To Forward a Message:
Step 1 After listening to the message, press 5.
Step 2 Follow the Cisco Unity conversation to address the forwarded message.
Step 3 Press # to forward the message as is, or press 2 to record an introduction, or press 3 for message options.
Step 4 Press # to forward the message as is, or press 1 for message options.
*Message Options are the same as above.*