

VOICE MAIL INSTRUCTIONS

CISCO UNITY VOICEMAIL (PG 1 OF 2)



This document describes how to set up your voicemail using Cisco Unity Voice-mail--the system used with Internet Protocol Telephones (Cisco 7940 or 7960).

INITIAL SETUP

1. Press the **Messages** (✉) envelope key.
2. Enter the default password "123789" followed by the # key.
3. To record your name, pick up the handset, **say your name** and press the # key to save, or press 1 to re-record your name and press the # key again to save.
4. To record your personal greeting, press 1 and then press the # key to save. If you need to re-record your personal greeting press 1 and the # key to save.
5. To change your password enter your new 5 digit password (*Note: the password cannot be trivial such as: 11111, 12345, or your extension number*) and press the # key. You will be asked to re-enter your new password again and press the # key to save. You have completed your initialization.

USING YOUR VOICEMAIL

Access voicemail

The red light on your telephone handset lights up when you have a new voicemail message. At the bottom of your telephone display, you will see the number of new messages you have received.

Use these keys anytime during any changes

- * = Cancel or back up
- # = Skip or move ahead

1. Choose one of the following methods to enter the voicemail system:
 - Press the **Messages** button or dial 44900.
 - If you dialed from someone else's phone, press * when Cisco answers.
 - For external access to the voicemail system, dial 774-4900.
2. Once you have entered the system, login:
 1. Enter your ID# (same as your 5 digit extension #), if required, then press #.
 2. Enter the default password (123789#).

Set/Change your password

1. Dial 44900 or press the **Messages** button and log on.
2. Press 4 > 3 > 1.
3. Enter your new password (# digits) and press #.
4. Enter the new password again to confirm it and press #.

Update your recorded name

You already entered your recorded name in the initial setup. If you want to change it, follow these instructions.

1. Dial 44900 or press the **Messages** button and log on.
2. Press 4 > 3 > 2.
3. At the tone, record your name, or press * to keep the current recording.

Use These Keys as You Record

- 8 = Pause or resume
- # = End recording

Record your greeting

You already entered your greeting in the initial setup. If you want to change it, follow these instructions.

1. Dial 44900 or press the **Messages** button and log on.
2. Press 4 > 1 > 1.
3. After Cisco Unity plays your current greeting, press 1 to rerecord it, or press 3 to record a different greeting.

Enable or disable a greeting

You can enable or disable only your alternate greeting.

1. Dial 44900 or press the **Messages** button and log on.
2. Press 4 > 1 > 1.
3. After listening to your current greeting, press 2 to enable or disable your alternate greeting. *NOTE: When your alternate greeting is enabled, it overrides all other greetings. You can use this for vacations etc.*

Check messages

1. Dial 44900 or press the **Messages** button and log on.
2. Press 1 to hear new messages, or press 3 to review old messages.
3. Use the following keys to manage your messages and to control playback.

Use These Keys **While**

Listening to a Message

- 1 = Restart Message
- 2 = Save
- 3 = Delete
- 5 = Change Volume
- 7 = Rewind, Small
- 8 = Pause or Resume
- 9 = Fast-forward to end

Use These Keys **After**

Listening to a Message

- 1 = Replay Message
- 2 = Save
- 3 = Delete
- 4 = Reply
- 5 = Forward Message
- 6 = Save as Unheard
- 7 = Rewind, Small
- 9 = Play Message Summary

VOICE MAIL INSTRUCTIONS

CISCO UNITY VOICEMAIL (PG 2 OF 2)



Leave a message directly in a mailbox

1. Pick up the handset or press the speaker button and press the * key
2. Enter the mailbox number followed by the # key
3. Press the # key to record your message or wait for the tone
4. Press 1 to send the message
5. To listen to the message Press 3, to re-record Press 4, to add to the message Press 5, or press 6 to cancel the message

Message Options

- 1 = Change addressing
- 2 = Change recording
- 3 = Set special delivery
- 4 = Review message

Reply to a message

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

Forward a message

1. After listening to the message, press 5
2. Follow the Cisco Unity instructions to address the forwarded message
3. Press # to forward the message as is, or press 2 to record an introduction, or press 3 for message options

Compose a message

1. Press the message envelope key and enter your password
2. Press the 2 key to compose a message
3. If you do not know the extension#, you can spell the last and first name of the person then press # (for Q press 7, for Z press 9, for help press 0)
5. Press ## to enter the extension number
6. Press # to add the number to cancel press *
7. To add another name press 1
8. To record the message press # when finished press the # key
9. To add another name press 1
10. To send a message press the # key

Transfer a caller directly to voicemail

1. Press the **Transfer** soft key
2. Press * key on the dial pad
3. Then enter your mailbox# (same as extension number) followed by the # key
4. Press the **Transfer** soft key immediately to complete the transfer.

Check your messages away from your desk

1. Dial 774-4900
2. When you hear the greeting play, immediately press the * key
3. Please enter your ID # (which is your mailbox #) followed by the # key
4. Enter your Passcode followed by the # key.
5. You are now able to listen to your messages or make any changes to your mailbox.