



UNITY VOICEMAIL USER GUIDE

LOG INTO YOUR MAILBOX

> FROM YOUR OWN EXTENSION

Press  the **MESSAGES** key
Enter **PIN**
Press **#**

> FROM ANOTHER EXTENSION

Press  the **MESSAGES** key
Press *****
Enter **ID** (mailbox number)
Press **#**
Enter **PIN**

> FROM AN OUTSIDE LINE

> Dial the vm pilot number **651-767-8399**
> Press *****
> Enter **ID** (mailbox number)
> Press **#**
> Enter **PIN**

PLAYING YOUR MESSAGES

To Listen to New or Existing Messages

Log on to voicemail
Press **1** to hear **New** messages
Press **3** to review **Old** messages

While LISTENING to Current Message PRESS:

- 1** to **Rewind** the message
- 2** to **Save** the message
- 3** to **Delete** the message

- 5** to change the **Volume**
- 7** to **Rewind** in the current message
- 8** to **Pause** or resume after a pause
- 9** to **Fast-Forward a few seconds** in message
- #** to **Fast-Forward to the end** of message

After Hearing the Current Message PRESS:

- 1** to **Replay** the message
- 2** to **Save** the message
- 3** to **Delete** the message

- 5** to **Forward** the message
- 7** to **Rewind** in the message

SETTING UP YOUR MAILBOX

To Set Up Your New Mailbox

1. Use instructions (left column) to **LOG IN**.
2. Your temporary password will be **1 2 3 4 5 #**
3. You will hear "*Welcome to Unity*". Unity's tutorial will play until you successfully complete the mailbox setup.

4. You Will Be Prompted To:

- Record your **NAME** (first and last)
- Record a **PERSONAL GREETING**
- Change your **PIN**.

To Record Your Name

1. At the tone, "*Say Your First And Last Name*"
2. Press **#**
3. If you like the recording, press **#** to accept

To Record Your Standard Greeting

1. When prompted, press **1**
2. At the tone, "*Record Your Greeting*"
3. Press **#**
 - To **Erase** and re-record, press **1**
4. To **Accept**, press **#**

To Change Your Pin

1. Enter your new **Pin**
2. Enter the new pin **Again**

To Exit Mailbox Set-Up

- > When complete Cisco Unity will say:
"*You have finished Enrollment*"
- > Press ***** to Exit setup and return to the main menu or hang up

SHORTCUTS

- *** to cancel or back up to a previous menu
- #** to skip or move ahead
- #** to skip a user's greeting
- # #** to switch between spelling and number entries.

TRANSFER A CALLER TO VOICEMAIL

To Transfer a Caller Directly to a Voicemail Box

1. Press the TRNSF... softkey
2. Press * 1
3. Enter the MAILBOX number
4. Press the TRNSF... softkey

FORWARDING YOUR CALLS TO VOICEMAIL

Forward Your Calls Directly into Your Mailbox

1. No dial tone. Press the CFwdALL softkey
2. Press the MESSAGES key

To Remove Call Forward:

- Press the CFwdALL softkey

COMPOSING MESSAGES

To Record and Send an Internal Message

1. Log on to voicemail
2. Press 2
3. Address the message by following prompts.
to switch between spelling & numbers
4. Press 1 to add another mailbox number

To Record the Message PRESS:

- # to Record message
- 8 to Pause or resume the recording
- # to End the recording
- # to Send
- 1 Message Options

Message Options PRESS:

- 4 to Review the message
- 2 to change the Recording
- 1 to change Addressing
- 3 to set Special Delivery Option

Special Delivery Option - PRESS:

- 1 to mark the message Urgent
- 2 for Receipt Acknowledgment
- 3 to mark the message Private
- 4 for Future Delivery

TO SEND press #

CHANGING PERSONAL SETTINGS OR GREETINGS

To Change Your Pin

1. Log on to voicemail
2. Press 4 - 3 - 1
3. Enter new pin
4. Press #
5. Enter new pin again to confirm
6. Press #

To Re-Recorded Available Greetings

1. Log on to voicemail
2. Press 4 - 1 - 1
3. Listen to current greeting
4. To re-record your greeting, press 1
5. To end recording, press #

OR

- Press 3 to record a Different Greeting.

Choose the greeting (Standard, Closed, or Alternate), then re-record it.

To Enable or Disable a Greeting

1. Log on to voicemail
2. Press 4 - 1 - 1
3. After Unity plays your current greeting, press 2 to enable or disable your alternate greeting. The alternate greeting becomes the default greeting.

To Change Your Recorded Name

1. Log on to voicemail
2. Press 4 - 3 - 2
3. At the tone, "Record Your Name"

To Change Your Directory Listing Status

1. Log on to voicemail
2. Press 4 - 3 - 3
3. Press 1 to change your listing status
4. Press # to keep your current status

To Change the Conversation Menus

1. Log on to voicemail
2. Press 4 - 2 - 3

To change between full or brief prompts

- Press 1

PRIVATE LISTS

When you address a voice message to one of your private lists (groups of mailboxes), everyone on the list receive the same message.

To Create a Private List

1. Log on to voicemail
2. Press 4 - 2 - 4 - 2
3. Choose a Private List number from (1 - 20)
·Press ## to switch to number entries
4. Enter **Mailbox Number**, press #
5. # **Again**, after each entry to accept the entry
·Repeat the process to add more names
(mailboxes or members)
6. Press * to **Stop** adding names (mailboxes/ members) to the Private List

To Record the List Name Itself

1. Press 4 to record **Name (i.e. Sales Dept)**
2. **Record** the name at the tone
3. Press # to **End** the recording
4. * to **Keep** the list name
5. * * * * to **Exit** to the main menu

To Change the Private List Name Itself

1. Log on to voicemail
2. Press 4 - 2 - 4 - 2
3. Enter the **Number of the List** whose name you wish to change (1-20)
4. 4 to **Record** the list name, then press #
5. * to keep the name you just recorded
6. * * * * to **Exit** to the main menu

To Change the Members of a Private List:

1. Log on to voicemail
2. Press 4 - 2 - 4 - 2
3. Enter the **Number of the List** you wish to add or change (1-20)
4. After Unity plays the List Name Itself, you may:
 - > Press 1 to **Add** a name (mailbox or member)
 - > Press 2 to **Hear** the names (mailboxes or members) in the list
 - > Press 3 to **Remove** the name (mailbox or member) from the list
5. Press * * * * to **Exit** to the main menu

SEND A MESSAGE TO PRIVATE LIST

Send a Message To The MEMBERS of your List:

1. Log on to voicemail
2. Press 2 to **Send** a message
 - > Press ## to switch to number entries
3. Enter the **Private List Number** (when prompted to enter a mailbox number)
4. # after entering the List number
5. # to accept the number you just entered
6. # when you are done entering List and or Mailbox numbers
7. **Record** your message, then press:
 - > # to **End** the recording
 - > # to **Send**
 - > * to **Exit** to the main menu