



Unity Connection Voice Mail Quick Reference Guide

NOTE: The initial default voice mail PIN is 258852 (at initial enrollment or when resetting password – user must change)

To access Unity voice mail from your assigned phone/extension:

1. Dial 62100 or #41
2. Enter Your PIN and press #

To access Unity voice mail from a different extension, home, etc:

- 1a. From a different extension on a State of Kansas phone: Dial 62100 or #41. As soon as you hear the main CISCO Unity greeting, press * followed by your User ID (5-digit phone number)
- 1b. From a local non-state phone: Dial 296-2100. As soon as you hear the main CISCO Unity greeting, press * followed by your User ID (5-digit phone number)
- 1c. Dialing Long Distance: Dial 785-296-2100. As soon as you hear the main CISCO Unity greeting, press * followed by your User ID (5-digit phone number)
2. Enter Your PIN and press #

Setup features you can access after you have entered the Unity voice mail system:

Record your Name:

Press 4 – 3 – 2

Say name - Press #

When finished, press * to save

Record/replay a Greeting:

Press 4 – 1

To record greeting – Press 1, record your greeting, then press # when finished

To re-record, press 1

Change your PIN:

Press 4 – 3 – 1

Enter new PIN (minimum 4-digits)

Enter new PIN again to confirm

Press # when finished

Menus and shortcut keys for managing messages:

Retrieve Messages:

Enter the Unity voice mail system

Press 5

Unity will automatically play date and time of when message was received

NOTE: If you hang up during message playback, the message waiting indicator will remain on and the message will not automatically be deleted

To back up in a message, press 2 for a few seconds

To go forward in a message, press 4 for a few seconds

To back up to the beginning of a message, press 22
To go to the next message, press 5

To Erase a message, press 3
To Save a message, press 7

To exit the Unity voice mail system, simply hang up. You are not obligated to press any digits to exit the system.

Forward a Message:

During or at the end of message, dial 13

Record your comments if desired

When finished recording your comments (or if you choose not to comment) press #

Enter Phone number of person you are forwarding the message to

6XXXX, 1XXXX or 8XXXX

To add another extension, dial 91 or press # to send/forward the message

Forward/Un-forward your Phone Number to a different one:

This is not part of Unity Voice Mail, but it is a phone feature that affects where your incoming phone calls go.

To forward your phone number to a different number, just lift the handset, press #14 and enter the phone number you want to forward to. If it is a non-state number, make sure you include the "9" (local outside line) prefix before you enter the number.

To un-forward the phone, just lift the handset and press #15.