



## 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. Press the messages button or dial #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: press the messages button or dial #41. As soon as you hear the main CISCO Unity greeting, press \* followed by your User ID (5-digit phone number)
- 1b. From a 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)
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 remove the forward on the phone, just lift the handset and press #15.

### **Forward/Un-forward your phone number to voicemail:**

From the phone, press the more button and then press the DND (do not disturb) button. The phone will tell you that call forwarding is active.

To remove the forward, press the More button and then the DND button.

### **Passwords:**

Unity voicemail allows for three password attempts before it locks a user account. Unity will automatically unlock a user account after 15 minutes. Users with locked accounts need to wait 15 minutes before attempting to log in and retrieve messages.

Password Resets: Contact the [KDADS.HelpDesk@ks.gov](mailto:KDADS.HelpDesk@ks.gov) or 296-4987 to request your voice mail password be reset (for forgotten passwords the account doesn't unlock after 15 minutes).