

UNITY VOICE MAILBOX

How-To's

ACCESS CISCO UNITY VOICE MAIL:

Internally:

Press message button on phone or dial #41
Enter your PIN and press #

Externally:

Dial 296-2100
Press * followed by your 5-digit phone number, then press #
Enter your PIN and press #

RETRIEVE MESSAGES

Access Cisco Unity voice mail
Press **3** to review old (saved) messages
Press **5** to listen to new messages
Press **3** to erase the message
Press **7** to save the message

FORWARD A MESSAGE

Press **13** to reply at any time while listening

Follow the prompts to address the forwarded message to one or more recipients, to record an introduction (if applicable), and to send the forwarded messages.

Follow the prompts to handle the original message that you just forwarded.

REPLY TO A MESSAGE

After listening to a message, press **17** to reply

Follow the prompts to record your reply, to add recipients (if applicable), and to send it.

Follow the prompts to handle the original message to which you just replied

SEND A "QUICK MESSAGE"

Access Cisco Unity voice mail
Press **6** to Send Message
Follow the prompts to record, address, and send the voice message.

SETUP A NEW VOICE MAILBOX

If calling **internally** from your state-assigned phone – press messages button on the phone

If calling **externally** –

Dial 296-2100

Press *

Dial your 5-digit phone extension, followed by #
Enter the default PIN 258852 and press #

System will walk you through setting up your voice mailbox. You will record your name, record your personal greeting, and change your PIN.

After your voice mailbox is setup, you change any of these settings as described below.

CHANGE YOUR RECORDED NAME

Access Cisco Unity voice mail

Press **4 3 2**

Say your name – press #

When finished, press * to save

CHANGE YOUR PERSONAL GREETING:

Access Cisco Unity voice mail

Press **4 1**

After Cisco Unity plays your current greeting (if you do not want to hear the greeting, press # to skip it), press **1** to record a message

RECORD AN ALTERNATE GREETING

Access Cisco Unity voice mail

Press **4 1**

After Cisco Unity plays your current greeting (if you do not want to hear the greeting, press # to skip it), press **3** to edit greetings, then follow the prompts to select which greeting you want to record

CHANGE YOUR PIN

Access Cisco Unity Voice mail

Press **4 3 1**

Enter new PIN (minimum 4 digits)

Enter new PIN again to confirm

Press # when finished