

# SETTING UP YOUR CISCO UNITY VOICE MAIL



PLEASE READ ENTIRE DOCUMENT BEFORE SETTING UP YOUR MAILBOX

## To access voice mail from your phone for the first time

The first time you access your voicemail you will be asked to enroll (set up) your mailbox.

- STEP 1** Lift handset then press  **Messages** button. Or, by simply pressing the **Messages** button you will activate the speaker and will automatically connect to voice mail enrollment.
- STEP 2** Enter the temporary PIN **[25846]** followed by the  key when prompted.
- STEP 3** The system will prompt you through the following enrollment steps:
- ✓ Recording your name
  - ✓ Recording a greeting
  - ✓ Updating your temporary password to a permanent **5-digit PIN** of your selection
- STEP 4** Wait for the system to prompt you with the following indication that enrollment is completed:



*"You have finished with enrollment. Hello, you have no new messages."*

## To access voice mail when off site

- STEP 1** Dial **(602) XXX - XXXX** (your personal telephone number).
- STEP 2** When voice mail answers, press  key.
- STEP 3** Enter your **10-digit mailbox ID** (your personal telephone number) followed by  key.
- STEP 4** Enter your **PIN** (password you created) followed by the  key.

## Voice Mail Shortcuts

### At the Main Menu...

- |  |   |
|--|---|
|  Listen to new messages |  Customize setup options |
|  Send a message         |  Exit voice mailbox      |
|  Review old messages    |  HELP                    |

### During Message Playback...

- |  |  |  |
|--|--|--|
|  Repeat message           |  Adjust volume            |  Fast forward message   |
|  Save message             |  Playback at faster speed |  Fast forward to end  |
|  Delete current message   |  Rewind message           |   Skip message, save as-is |
|  Playback at slower speed |  Pause/Resume playback    |  |

**During Message Playback...**

1 Repeat message	4 Reply to message	9 Skip back
2 Save message	5 Forward message	# Message Properties
3 Delete message	6 Mark as new	0 HELP

**Sending messages to other subscribers...**

**STEP 1** Log into your mailbox.

**STEP 2** At the main menu, press **2** to send a message.

**STEP 3** Record your message at the tone, then press **#**.

**STEP 4** Spell the name of a person or distribution list, then press **#**.

**STEP 5** Press **1** for message options, or **#** to send.

 *Pressing **# #** allows you to switch between keypad's spelling and number functions.*

**Transferring a caller directly to voice mail...**

**STEP 1** Lift receiver.

**STEP 2** Press **Transfer** .

**STEP 3** Dial **#** and your 10-digit phone number.

**STEP 4** Wait for voice mail to answer.

**STEP 5** Press **Transfer**  and hang up.

**Additional Mailbox Shortcuts & Features...**

**Other shortcuts from the Main Menu...**

<b>4 1 1</b>	Re-record your message (4 for Setup Options, 1 for Greetings, 1 to Change Greeting)
<b>4 3 2</b>	Re-record your name (4 for Setup Options, 3 for Personal Settings, 2 to Change Name)
<b>4 3 1</b>	To change your voicemail password (4 for Setup Options, 3 for Personal Settings, 1 to Change Password)



*The system will save deleted messages for **1 day**.  
After the **2<sup>nd</sup> day** the message will be permanently deleted.*