

LOG ON TO UNITY

FROM AN ADMINISTRATION PHONE:

- Press **Message** key or dial ext. **4700**
- Enter your password

FROM OUTSIDE THE BUILDING:

- Dial your number 862-4700
- Press *
- Enter your ID, then press #
- Enter your password, then press #

FIRST TIME ENROLLMENT

- Log on to Unity
- Enter your temporary password (12345)
- **Recorded Name**
- # to stop recording
- # to accept recording and continue

Personal Greeting

- 1 to record
- # to stop recording
- # to accept recording and continue

Password

- Enter new password, followed by #
- Enter new password again, followed by #

System Directory

- # to accept

Note: Temporary password is assigned by your administrator

CHANGE YOUR PASSWORD

LOG INTO YOUR MAILBOX

- Press **431**
- Enter your new password, then press #
- Enter your new password again, then press #

TO CHANGE YOUR RECORDED NAME

LOG INTO YOUR MAILBOX

- Press **432**
- wait for tone
- Record your name, then press #

GREETINGS

LOG INTO YOUR MAILBOX.

PRESS 4 for Set-Up Options then 1 for Greetings.

- Press **1** to re-record
- Press **2** to turn on/off alternate greeting
- Press **3** to edit other greetings
- Press **4** to hear all greetings
- Press **0** for Help
- Press * to exit

STANDARD GREETING

This greeting plays during your work hours. This greeting plays unless it is overridden by another greeting. For example, "Hello, this is [your name]. I am not available right now, but if you leave your name, phone number and a short message, I will return your call as soon as possible. If you wish to speak to someone immediately, please dial 0 for assistance."

CLOSED GREETING

This greeting plays during your non-business hours. This greeting overrides the standard greeting during non-business hours. For example, "Sorry, I am not available to answer your call. Company office hours are <times>."

HOLIDAY GREETING

This greeting plays during scheduled holidays. For example, "Happy holiday. I am not available to answer your call. I will be out of the office from <date> to <date>."

BUSY GREETING

This greeting plays when you are busy on the phone. For example, "I am currently on another line, please leave a message."

INTERNAL GREETING

This greeting plays when the caller is an internal caller. For example, "I will be in conference room B until noon today."

ALTERNATE GREETING

This greeting plays to indicate special circumstances such as when you are on vacation or leave. The alternate greeting overrides all other greetings.

PLAYING MESSAGES

LOG INTO YOUR MAILBOX

- Press **1** to play new messages
- Press **3** to play old messages

DURING A MESSAGE:

- Press **1**: Repeat
- Press **2**: Save
- Press **3**: Delete
- Press **5**: Change Volume
- Press **7**: Reverse
- Press **8**: Pause or continue
- Press **9**: Fast-forward to end
- Press *: Cancel or back up
- Press #: Skip or move ahead

AFTER A MESSAGE:

- Press **1**: Repeat
- Press **2**: Save
- Press **3**: Delete
- Press **5**: Forward Message
- Press **6**: Mark as new
- Press **7**: Reverse
- Press **9**: Hear summary
- Press *: Cancel or back up
- Press **0**: Help

TO SEND A VOICE MESSAGE

LOG INTO YOUR MAILBOX

- Press **2**
- Record message followed by #
- Enter extension followed by #
- Press # 2 more times to send message.

MESSAGE OPTIONS:

- Press **1** to change addressing
- Press **2** to change recording
- Press **3** to set special delivery
 - 1 Urgent
 - 2 Return receipt
 - 3 Private
 - 4 Future delivery
 - # Send
- Press **4** to review message

PRIVATE LISTS

Cisco Unity provides 20 empty lists for you to personalize numbered 1 through 20.

To create a list:

LOG INTO YOUR MAILBOX

- Press 4 2 4
- Press 2 to change names or edit list name
- Enter extensions to add to list, separated by the # sign. Complete the list with an additional #.
- Press 4 to record the list name, followed by #
- Press * to accept recording
- For help press 0

To edit existing lists:

LOG INTO YOUR MAILBOX

- Press 4 2 4
- Press 1 to hear lists
- Press 2 to change names or edit list name
- Press 0 for help

EXPRESS MESSAGING

To simply leave a message

- Dial *
- Enter the mailbox number of the person to whom you want to leave the message. You will hear either the person's name or mailbox number. Leave your message and hang up.

TELEPHONE FEATURES

TO TRANSFER A CALLER TO VOICEMAIL:

- Activate **Transfer** feature
- Dial *
- Enter mailbox number,
- Complete **Transfer** feature

TO CALL FORWARD TO VOICEMAIL:

All calls can be forwarded to your mailbox by activating call forward to Ext. 4700. The caller will receive your greeting and leave a message.

VOICE MAIL USER GUIDELINES

Voice mailbox management is the responsibility of the user. The listed items should be used and reviewed on a regular basis.

- Review current messages and discard in a timely manner
- Respond to voice mail messages promptly (within 2 hours is recommended)
- Encourage callers to leave detailed messages, not just their name and number
- Take the time to update and review your personal greeting, reflecting your current location, meetings, sick time, vacation, etc.
- When out of the office, check your voice mail on a regular basis.
- Change your password periodically for security and privacy
- To bypass a mailbox greeting and go immediately to a record tone, press the # key.



Unity Voice Mail User Guide