

# CISCO UNITY VOICE MAIL

## QUICK REFERENCE

### USER GUIDE

#### First Time Enrollment

- Enter default password
- Record your first and last name only
- Record your standard greeting
- Set your new password

#### Logging into Voice Mail

If your voice mailbox extension and telephone extension number are the same:

- From your phone, press the messages button
- Enter your password, followed by #

If your voice mailbox extension number is not the same as the telephone extension you are using to check voice mail:

- Press the messages button or dial 1000
- If you are prompted for a password, press \*
- When prompted for your ID, enter your voice mail ext., followed by #
- Enter your password, followed by #

Checking voice mail from outside the office:

Dial the direct number for your site or 925 960-2900

- When voice mail or the auto attendant answers, press \*
- When prompted for your ID, enter your voice mail extension, followed by #
- Enter your password, followed by #

#### Transferring a caller directly to a Voice Mailbox

- With the caller on line, press the Transfer soft key
- Press \* + extension/voice mailbox number
- Press Transfer soft key

#### Directly calling a Voice Mailbox

- Press \* + extension/voice mailbox number
- Record message

#### Creating Private Lists Via the Phone

- Login to voicemail
- Press **4** for Setup Options
- Press **2** for Message Settings
- Press **4** for Private Lists
- Press **2** Change Private List Name
- Choose a Private List from **1 – 20**
- Press ## to toggle between extension number / spelled name
- Add list member's extension number followed by #
- When you are finished adding list members, press \*
- Press **4** to record list name
- Record list name (i.e. Accounting) and press # to save
- Press \* to exit

Once you have signed into voice mail you will hear the following four prompts. If there are no new messages, the prompts will begin with:

"To send a message, press 2"

*At anytime you may press "0" for Help*

**New Messages:**

**Send A Message:**

**Old Messages:**

**Setup Options:**

**Help:**

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### Playing New Messages 1

- 1 Restart Message
- 2 Save
- 3 Delete
- 4 Slow Down
- 5 Volume Up/Down
- 6 Speed Up
- 7 Rewind
- 8 Pause/Continue
- 9 Fast Forward
- \* Exit
- 0 Help
- # Skip to message end

### Playing Old Messages 3

- 1 Replay Message
- 2 Save
- 3 Delete
- 4 Reply
- 5 Forward
- 6 Save as New
- 7 Rewind
- 8 Pause/Continue
- 9 Date & Time Stamp
- \* Exit
- 0 Help
- # Skip to next message

### Send a Message 2

- Address to message recipients or private lists.
- ## - switch between addressing by extension number or name
- Press # to record message
- Options after recording

# Send Message \* Cancel

3 More Options

<span style="border: 1px solid black; padding: 2px;">1</span>	<span style="border: 1px solid black; padding: 2px;">1</span>	<span style="border: 1px solid black; padding: 2px;">2</span>	<span style="border: 1px solid black; padding: 2px;">3</span>
Change Recipients	Add Name	Hear all names	Remove names

<span style="border: 1px solid black; padding: 2px;">2</span>	<span style="border: 1px solid black; padding: 2px;">1</span>	<span style="border: 1px solid black; padding: 2px;">2</span>	<span style="border: 1px solid black; padding: 2px;">3</span>	<span style="border: 1px solid black; padding: 2px;">4</span>
Review Recording	Listen	Save	Re-record	Add

<span style="border: 1px solid black; padding: 2px;">3</span>	<span style="border: 1px solid black; padding: 2px;">1</span>	<span style="border: 1px solid black; padding: 2px;">2</span>	<span style="border: 1px solid black; padding: 2px;">3</span>	<span style="border: 1px solid black; padding: 2px;">4</span>
Special Delivery	Urgent	Return Receipt	Private	Future Delivery

4  
Review Message

### Setup Options 4

- |  |   |  |   |
|--|---|--|---|
| <span style="border: 1px solid black; padding: 2px;">1</span><br>Greetings         | <span style="border: 1px solid black; padding: 2px;">1</span><br>Re-record greeting   | <span style="border: 1px solid black; padding: 2px;">2</span><br>*Switch greetings | <span style="border: 1px solid black; padding: 2px;">3</span><br>Edit other greetings   |
| <span style="border: 1px solid black; padding: 2px;">2</span><br>Message Settings  | <span style="border: 1px solid black; padding: 2px;">1</span><br>Message Notification | <span style="border: 1px solid black; padding: 2px;">3</span><br>Full/Brief Menus  | <span style="border: 1px solid black; padding: 2px;">4</span><br>Private Lists - 20 lists/user<br>Refer to the first page of this guide for setup instructions. |
| <span style="border: 1px solid black; padding: 2px;">3</span><br>Personal Settings | <span style="border: 1px solid black; padding: 2px;">1</span><br>Password             | <span style="border: 1px solid black; padding: 2px;">2</span><br>Re-record Name    | <span style="border: 1px solid black; padding: 2px;">3</span><br>Directory Listing  |

\* Switch between your standard and alternate greeting