

Cisco Unity Voicemail User Guide

Use These Keys Anytime During any Changes

- * Cancel or back-up #
- Skip or move ahead

FIRST TIME YOU LOG IN

To Configure Cisco Unity:

Step 1 Press the **Message** button.

Step 2 Enter a PIN (password). (**Default PIN 07738**)

Step 3 Please follow system instructions for the following:

- Record your name
- Set up a new PIN (password)
- Record your greeting
- **WAIT until you hear “You Have Finished Enrollment” then hang up**

To Check Messages from your telephone:

Step 1 Press the **Message** button and log on.

Step 2 Press **1** to hear new messages, or press **3** to review old messages.

Step 3 Use the following keys to manage your messages and to control playback.

Use These Keys During a Message

1 Repeat

7 Skip back

2 Save

9 For Message Properties

3 Delete

18 Mark this message

urgent 4 Reply

* **Cancel message playback**

5 Forward message

0 For help

Use These Keys After a Message

1 Repeat

6 Mark it new

2 Save

7 Skip back

3 Delete

9 For message

properties 4 Reply

* **Cancel play message**

5 Forward message

0 For help

To Check Messages from outside the office: [Submit a ticket \(x7122 or yourIT\)](#) asking for your voicemail to be enabled remotely.

Step 1 Dial 432-263-7361

Step 2 When the greeting begins to play, Press *

Step 3 Enter your ID (4-digit extension or mailbox number), then press #.

Step 4 Enter your PIN (password) then press #

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Change Your PIN (password):

Step 1 Press the **Message** button and log on.

Step 2 Press 4 >3 >1.

Step 3 Enter a new PIN (password) and press #.

Step 4 Enter the new PIN (password) again to confirm it and press #.

To Change Your Recorded Name:

Step 1 Press the **Message** button and log on.

Step 2 Press 4 >3 >2.

Step 3 At the tone, **record your name**, press # to end recording or press * to keep the current recording.

To Record a Greeting:

Step 1 Press the **Message** button and log on.

Step 2 Press 4>1>1.

Step 3 After Cisco Unity plays your current greeting, press 1 to re-record it, or press 3 to record a different greeting, choose the greeting, and then rerecord it.

To Enable or Disable a Greeting:

(You can enable or disable **only** your alternate greeting by phone.)

Step 1 Press the **Message** button and log on.

Step 2 Press 4 >1 >1.

Step 3 After Cisco Unity plays your current greeting, press 2 to enable or disable your alternate greeting.

Note: When your alternate greeting is enabled, it overrides all other greetings.

To Reply to a Message:

Step 1 After listening to the message, press 4.

Step 2 Record your reply.

Step 3 Press # to send the reply, or press 1 for message options.

Message Options are the same as above.

Step 4 Follow the Cisco Unity conversation to handle the original message.

To Forward a Message:

Step 1 After listening to the message, press 5.

Step 2 Follow the Cisco Unity conversation to address the forwarded message.

Step 3 Press # to forward the message as is, or press 2 to record an introduction, or press 3 for message options.

Step 4 Press # to forward the message as is, or press 1 for message options.

Message Options are the same as above.