To Access Cisco Unity Voice Messages by phone

- On campus dial **7495**; from off campus **203-932-7495 or dial your full phone number (203) NNN-NNNN**.
- When either the Cisco standard greeting "Hello, Cisco Unity Messaging System…." or your personal greeting plays … Press the **"*" (asterisk key)** when you hear the greeting.
- Enter your **ID followed by #**. *(ID is your desk phone extension number.)*
- Enter your **Password followed by #**. (*If this is your first time accessing Unity Voice Mail the default password is "147258".)*

      - If this is your first time accessing your mailbox, wait for the greeting and follow the system prompts to personalize your voice mailbox's settings.

      - Once completed, follow the inserted diagram below to either: retrieve messages from one of your folders, send a message or to change your account preferences.

• Checking Voice Messages in Your Email Application

You can access voice messages and receipts in your email application. Your email application will notify you of new voice messages in the same way that it notifies you of new email messages. Voice messages and receipts typically appear in your "inbox folder" in your email application. Messages contain a .wav file attachment with the recording. You play a voice message by opening the attachment. **Notice: If you click on the message without opening the .wav file, the system will mark the message as read, as it will do for any e-mail message.** The "From" field of a message will contain either the name of a Unity Connection user or "Unity Connection Messaging System"—the latter when a message is left by someone who is not a Unity Connection user or by a user who did not log on before leaving the message. The Subject field displays the phone number of the caller, if it is available. Note: Your voice mailbox contains 3 message folders: **New; saved; deleted**. You may select from any of the **3 folders** to retrieve your messages.

Deleting Voice Messages in Your Email Application

You can delete voice messages from your email application, just as you do email messages. You may also retrieve deleted voice messages in the email application to listen to them, to restore them to a folder, or to delete them permanently. Depending on the frequency and volume of voice mail messages you receive, you may need to periodically purge your deleted messages folder to completely delete your voice messages. The system will move saved voice messages to the saved folder and retain them for 20 days. The messages will then be moved automatically to your deleted folder for 10 additional days prior to being permanently deleted from your deleted directory folder. Voice messages and Message Wait Indicators are synchronized with your Exchange inbox.

Check often your Junk E-Mail folder to ensure none of your e-mails with voice mail attachments are being misdirected. If so, you can add the email address as a safe sender by creating a rule under the Rules Tab in Outlook.

You may bypass a user's greeting by pressing "#" to leave your message immediately.

Retrieve Messages

1 New
3 1 Saved
3 2 Deleted*
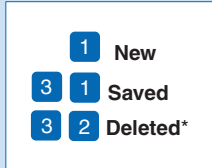
During Message
1 Restart message
2 Save
3 Delete
4 Slow playback
5 Change volume*
6 Fast playback
7 Rewind message
8 Pause/Resume
9 Fast-forward
Fast-forward to end
 # # Skip message, save as is

After Message
1 Replay message
2 Save/Restore as saved*
3 Delete
4 Reply
4 2 Reply to all
4 4 Call the subscriber*
5 Forward message
6 Save as new/Restore as new*
7 Rewind message
8 Deliver e-mail or fax to fax machine*
9 Play message properties
Save as is

Find Voice Messages

5 Find messages*
1 From another subscriber
2 From all outside callers
3 From a specific outside caller

Send a Message

2 Send → Address and record message →
Send message
1 Urgent
2 Return receipt
3 Private
4 Future delivery
5 Review recording
6 Rerecord
7 Add to recording
9 1 Add name
9 2 Hear all names (and delete names)

Change Preferences

4 Setup options

1 Greetings →
1 Record this greeting
2 Turn on/off alternate greeting
3 Edit other greetings
4 Hear all greetings

2 Message settings →
1 Change message notification →
1 Pager
2 Home phone
3 Work phone
4 Spare phone

2 Change fax delivery* →
1 Keep this number
2 Enter new number

3 Change menu type →
1 Select full or brief menus

4 Edit private lists →
1 Hear lists
2 Change names on a list

3 Personal settings →
1 Change password
2 Change recorded name
3 Change directory listing →
1 Change listing status

4 Call transfer →
1 Switch between transferring calls to extension or voice mail
2 Change extension or phone number

Use These Keys Anytime

0 Help
* Cancel or back up

*Not available on some systems.