



Cisco Unity Voice Mail - Reference Guide

Voicemail Access # (919) 754-6500

SETTING UP A NEW MAILBOX

1. From your desk phone, **press message** button
2. When prompted, enter your **PIN**
(The Default Pin is = 121212), then press # To set up a new mailbox, you are automatically prompted to:
 - A. Set up a recorded name,
 - B. Record your personal greeting,
 - C. Change your PIN.
 - D. Change your directory listing status
 - E. Finishing Enrollment
3. **RECORD NAME:**
 - A. After the tone, **record your first and last name, and then press #.**
Your newly recorded name plays.
 - B. **Press #** to keep it, or press 1 to re-record.
4. **RECORD THE STANDARD GREETING:**
The system greeting plays.
 - A. To keep the system greeting **press #**
 - B. To record a personalized greeting, **press 1.**
 - C. At the tone, record your greeting, then **press #.**
Your newly recorded greeting plays.
 - D. **press #** to keep it **OR, press 1** to re-record your greeting.

5. **CHANGE PIN:**

- A. Enter your **new PIN, then press #.**
Note PIN Criteria:
 - PIN length: Minimum of 6 Digits
 - No consecutive digits (1234 or 4321)
 - No single digit repeated (1111)
 - Not your extension number forward or backward
- B. Confirm your new PIN: **Re-enter the new PIN and then press #.**

6. **DIRECTORY LISTING:**

- A. You can be listed in the directory so callers can look you up by name and extension.
- B. If you have the ability to change your status, the system will tell you. You will also be told if you are listed in the directory.
- C. **To change listing status press 1. For help, press 2.**

7. **FINISHING ENROLLMENT:**

- A. Once you have completed set-up, **wait** until you hear "**you have finished enrollment**" followed by the main menu options. *Wait for this prompt otherwise you will hear all the set-up options again the next time you access your mailbox.*
- B. To **exit** voice mail, **press ***.

ACCESSING YOUR VOICEMAIL

Choose the appropriate method:

A. **FROM YOUR DESK PHONE:**

1. Press the **message** button
2. Enter your **PIN followed by #**
3. At main menu, follow the prompts

B. **FROM SOMEONE ELSE'S DESK PHONE:**

1. **Press** the **message** button, once answered, **immediately press ***
(Your ID = Your 10 digit directory number, See Sys Admin)
3. **Enter your PIN followed by #**
4. At Main Menu Follow Prompts

C. **FROM OUTSIDE THE SYSTEM:**

1. **Dial (919) 754-6500**
2. Once answered, **immediately Press ***
3. Enter your **ID followed by #**
(Your ID = 1 and your 10 digit Telephone Number)
4. Enter your **PIN followed by #**
5. At Main Menu Follow Prompts



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MAIN MENU / SUBMENUS

Access your mailbox using one of the methods in "Accessing Cisco Unity by Phone".

Main Menu Options are:

PLAY New Messages	Press	1
SEND A Message	Press	2
Review Old Messages	Press	3
<i>Listen to Saved Messages</i>	Press	1
<i>Listen to Deleted Messages</i>	Press	2
For Set Up Options	Press	4
<i>Change your Greetings</i>	Press	1
<i>Message Setting</i>	Press	2
<i>Personal Settings</i>	Press	3
<i>Transfer Settings</i>	Press	4
To Exit	Press	*
For Help	Press	0

COMMANDS TO USE ANYTIME

Help	Press	0
Cancel, exit, or back up	Press	*
Use to skip, move ahead, complete, confirm address, accept changes, send message, and to start/stop recording.	Press	#

LISTEN TO MESSAGES

From the Main Menu:

- **To Play New Messages, Press 1 OR**
- **To Review Old Messages, Press 3**

PLAYBACK CONTROLS – DURING Message Playback

Restart Message Playback	Press	1
Save Message	Press	2
Delete Message	Press	3
Slow Down Playback Volume	Press	4
Control – raise/lower Speed	Press	5
Up Playback	Press	6
Rewind 3 seconds	Press	7
Pause / Continue Playback	Press	8
Fast Forward 3 Seconds	Press	9
Skip Message	Press	#

After message has played, summary info plays

PLAYBACK CONTROLS – AFTER Message Playback

Repeat message	Press	1
Save message	Press	2
Delete Message	Press	3
Forward message	Press	5
Mark as New Message	Press	6
Skip Back	Press	7
Message Properties (<i>message info</i>)	Press	9
Cancel Playing Message	Press	*
Help	Press	0

TO SEND A MESSAGE

1. **From Main Menu, press 2** to send a message.
 2. **Record** message after the tone, then **press #**.
 3. **Address** message by name followed by **#**.
 - When addressing message by name use the dial pad, **enter last then first name followed by #**. The name of person will play, **to accept, press #**.
 - If incorrect, press * to cancel and enter another name.
- OR**
- Press # #, to address by extension number.**
- When addressing by number **enter 1 followed by 10- digit, then press #**. The name will be played, **press # to confirm**.
 - If incorrect, Press * to cancel and enter a different extension number.
4. **To add another address, press 9 1.**
 5. **To send message, press #.**

TO CANCEL SENDING A MESSAGE

NOTE: Do NOT Hang-up! If you hang-up after creating a message and confirming an address, the message WILL BE sent to the addressee(s)!

To cancel sending a message once you have created message and entered an address:

Press * and then Press 1 to confirm cancellation.

You will then be returned to the Main Menu.