

Transferring a caller directly to a Voice Mailbox:

- a. With the caller on line, press the **Trnsfer** soft key.
- b. Press * + **extension/voice mailbox number**.
- c. Press **Trnsfer** soft key.

Directly calling a Voice Mailbox:

- a. Press * + **extension/voice mailbox number**.
- b. Record message.

Creating Private Lists Via the Phone:

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



CISCO UNITY VOICE MAIL QUICK REFERENCE USER GUIDE

First Time Enrollment

- a. **Enter default password: 12345**
- b. Record your first and last name only.
- c. Record your standard greeting.
- d. Set your new password.

Logging Into Voice Mail:

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

- a. From your phone, press the **messages** button
- b. 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:

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

Checking voice mail from outside the office:

Dial your direct or site main number:

- a. When voice mail answers, press * or
- b. When prompted for your ID, enter your **voice mail extension**, followed by **#**
- c. Enter your password, followed by **#**

Once you have signed into voicemail 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:	1	0 = HELP
Send A Message:	2	
Old Messages:	3	
Setup Options:	4	

Playing New **1** or Old Messages **3** :

While listening to New or Old Msgs.:

- 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 end of message

After listening to New or Old Messages:

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

Send A Message **2**

- Address to message recipient(s) or private list(s).
- **##** - switch between addressing by extension number or name.
- Press **#** to Record message.
- Options after recording:

— Send Message or ***** to cancel.

3 More Options	1 Change Recipients	1 Add name	2 Hear all names	3 Remove names	
	2 Review Recording	1 Listen	2 Save	3 Re-record	4 Add
	3 Special Delivery	1 Urgent	2 Return Receipt	3 Private	4 Future Delivery
	4 Review Message				

Setup Options **4**

1 Greetings	1 Re-record greeting	2 *Switch greetings	3 Edit other greetings	4 Hear all greetings	*Switch between your Standard & Alternate greeting.
2 Message Settings	1 Message Notification		3 Full /Brief Menus	4 Private Lists - 20 lists/user Refer to back page of this user guide for setup instructions. If your list contains more than 25 members, please contact the IT Dept.	
3 Personal Settings	1 Password	2 Re-record Name	3 Directory Listing		