

Getting to Know Your New Cisco Unity Voicemail

The First Time You Log in to Voice Mail

To access the Unity Voice Mail system from your phone:

- Press the **Message** button.
- Enter your default password (78412) and press #.

Note: If you do not have a dedicated phone, follow the steps to “access from someone else’s phone” below.

You are then required to “Enroll”. The Unity Voice Mail prompts you for the following:

- Record your name at the tone and press #.
- Enter a new password (between 4 and 10 digits) and press #.
- Re-enter your new password and press #.

Log In to Voice Mail

To access voice mail from your phone:

- Press the **Message** button.
- Enter your password and press #.

To access from someone else’s phone:

- Press the **Message** button.
- Press * when you hear a greeting or the Unity Voice Mail answers.
- Enter your ID#, which is your 4-digit extension (your mailbox number), and press #.
- Enter your password and press #.

To access from an outside phone:

- Dial the VM access number 361-825-7700.
- Press * when you hear a greeting or the Unity Voice Mail answers.
- Enter your ID#, which is your 4-digit extension (your mailbox number), and press #.
- Enter your password and press #.

Universal Keys

- Press * to cancel the last action or back up one menu.
- Press # to complete or confirm addressing, start and stop recording, accept changes, and send a message.
- Press **0** for Help.

Work With your Standard Greeting

To record a Standard Greeting:

- Log in and press **411**.
- After the greeting plays (if one is recorded), press **1** to re-record the greeting.
- Press # to accept the greeting.
OR—Press **1** to re-record it again.

Change, Activate, or Record Alternate Greetings

- Log in and press **413**
- Select the greeting you wish to record (vacation, etc) and follow prompts for selecting or recording
- Record the selected greeting and review. Accept or re-record.
- Select the greeting you wish to activate
- To deactivate, follow above

Change Your Password

- Log in and press **431**.
- Enter a new password and press #.
- Re-enter the password to confirm and press #.
Note: You will be forced to change your password every 90 days, but you can reuse the same password.

Help Desk Information

Use the following phone number or e-mail to contact your Help desk:

- **(361)-825-2100**
- **Campus.telecomm@tamucc.edu**

Reply to a Message Within this Site’s Voice Mail System

- After listening to the message, press **4** and record a reply.
- Press # to end the recording.
- Press **1** to access options below, if needed.
- 1—Change addressing
2—Change the Recording
3—Set special delivery options
4—Review recorded message
- Press # to send your reply.

Check Message

Unity Voice Mail plays message summaries. To check for messages after logging in:

- Press **1** to listen to new messages.
- Press **3** to review saved messages.
Note New messages are deleted after 30 days, saved messages after 20 days.

The following options can be used while listening to your voice mail:

- 1—Restart
- 2—Save
- 3—Delete
- 4—Slow Playback
- 5—Change Volume
- 6—Fast Playback
- 7—Rewind
- 8—Pause or Resume
- 9—Fast Forward to End
- ##—Skip Message

After you listen to your message, you may use these options:

- 1—Replay
- 2—Save
- 3—Delete
- 4—Reply
- 5—Forward
- 6—Save Message as New
- 8—Deliver to Fax Machine
- 9—Play Summary

Forward a Message Within this Site’s Voice Mail System

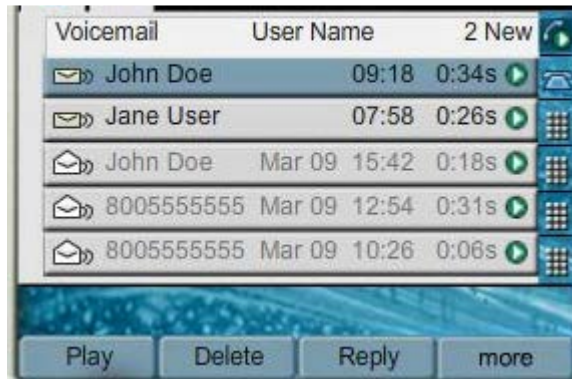
- After listening to the message, press **5**.
- Follow the prompts to address the message.
- Press # to forward without an introduction.
OR—Press **2** to record an introduction to the message, then press # to forward the message.
OR—Press **3** to access message options below, if needed.
- 1—Change addressing
2—Change the Recording
3—Set special delivery options
4—Review recorded message
THEN—Press # to forward the message.

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Unified Messaging

Cisco Unity unified messaging delivers received voice messages to your E-Mail client (Outlook® e.g.) in box.

- Message appears as an e-mail with a wav. file attached.
- Message is opened as an e-mail message would be.
 - Use the same message handling commands through your E-Mail client to Forward, Delete or Save messages



Visual Voice Mail

- Voice mail messages are accessed by launching the Visual VM app on the IP Phone
- Each message shows:
 - Sender
 - Time and Date
 - Urgency level if provided by sender
- Messages can be played or deleted from app by using appropriate softkeys