

# Cisco Unity Voicemail Instructions

## *How to Access Unity VM:*

### *From Your Desk Phone:*

- Press **messages** button on phone
- Enter Pin (*Default pin: 246810*)
- Then #
- Press:
  - 1 - Listen to new messages
  - 2 - Send a message
  - 3 - Review old messages
  - 4 - Change setup options

### *From Another Phone: (Adjuncts Start Here)*

- Dial
  - On Campus – 4449
  - Off Campus – 746-4449
- Press \* (Star)
- Enter Voicemail Box Extension
- Then #
- Enter Pin
- Then #
- Press:
  - 1 - Listen to new messages
  - 2 - Send a message
  - 3 - Review old messages
  - 4 - Change setup options

### *Change Setup Options:*

- Press 4 at Main Menu
- **Change Greetings:**
  - Press 1 (System will state if Standard or Alternate greeting is currently used)
    - 1 - Record this greeting
    - 2 - Turn on/off alternate greeting
    - 3 - Edit other greetings
    - 4 - Hear all greetings
- **Change Pin** (min. 6 digits):
  - Press 3 Then 1
- Change Recorded Name:
  - Press 3 Then 2

### *Use these keys anytime:*

- 0 - Help
- \* - Cancel or back up

### *Voicemail to Email:*

- If you would like to receive your voicemail in your email as a .wav (sound) file, please contact the Service Center/Help Desk

### *iDivert:*

- When phone is ringing, press **iDivert** soft key
- Call goes directly to voicemail

### *While Listening to Message:*

- 1 - Restart Message
- 2 - Save
- 3 - Delete**
- 4 - Slow Playback
- 6 - Fast Playback
- 7 - Rewind message
- 9 - Fast-forward message
- # - Skip to End of Message & Options
- ## - Skip to next message** (*Marks current as New*)

### *After Listening to message:*

- 1 - Replay
- 2 - Save
- 3 - Delete**
- 4 - Reply
- 5 - Forward message
- 6 - Save as New
- 7 - Rewind message
- 9 - Play message properties
- ## - Skip to next message** (*Marks current as New*)

### *Send a Message:*

- Press 2 at Main Menu
- Speak message, Press # when done
- Enter destination extension, then #
- Name will play, Press # to confirm
  - # - Send
    - 1 - Mark Urgent
    - 2 - Return receipt
    - 3 - Mark Private
    - 4 - Set for future delivery
    - 5 - Review
    - 6 - ReRecord
    - 7 - Add to message
    - 91 - Add a name
    - 92 - Review/Delete names
      - 1 - Repeat
      - 3 - Delete
      - 7 - Previous name
      - 9 - Next name

### *Forward All Incoming Calls:*

- Press **CFwdAll** soft key
- Enter one of the below options:
  - 4449 for Voicemail
  - Extension (ex: 4000)
  - 8 then number for *LOCAL* Off Campus

### *Cancel Forward All Incoming Calls:*

- Press **CFwdAll** soft key