

# Cisco Unity Voicemail

## 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:

- Dial
  - On Campus – 4449
  - Off Campus – 746-4449
- Press \* (Star)
- Enter in 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

## Forward All Incoming Calls:

- Press **CFwdAll** soft key
- Choose an Option:
  - Enter 4449 for *Voicemail*
  - *Extension* (ex: 4000)
  - 9 then number for *LOCAL Off Campus*

## Cancel Forward All Incoming Calls:

- Press **CFwdAll** soft key

## 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

## iDivert:

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

## Use these keys anytime:

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