

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: (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
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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