Cisco Unity Voice Mail User Guide

Use These Keys Anytime During any Changes

|  |  |  |  |
| --- | --- | --- | --- |
| KEY | TASK | KEY | TASK |
| \* | Cancel or back up | # | Skip or move ahead |

FIRST TIME YOU LOG IN

**Step 1** Press the Message button.

To Enroll on Cisco Unity:

**Step 2** Enter a password. (Default password is 1234)

**Step 3** Please follow system instructions for the following:

**•** Record your name. **•** Set a new password. **•** Record your greeting.

**Step 4 Please wait until you hear “You Have Finished Enrollment” then hang up.**

To Check Messages from your telephone:

**Step 1** Press the Message button and log on.

**Step 2** Press 1 to hear new messages, or press 3 to review old messages.

**Step 3** Use the following keys to manage your messages and to control playback.

Use These Keys During a Message

|  |  |  |  |
| --- | --- | --- | --- |
| **KEY** | **TASK** | **KEY** | **TASK** |
| **1** | **Restart Message** | **7** | **Rewind, small** |
| **2** | **Save** | **8** | **Pause or resume** |
| **3** | **Delete** | **9** | **Fast-forward to End** |
| **5** | **Change Volume** |  |  |

Use These Keys After a Message

|  |  |  |  |
| --- | --- | --- | --- |
| **KEY** | **TASK** | **KEY** | **TASK** |
| **1** | **Replay Message** | **6** | **Save as Unheard** |
| **2** | **Save** | **7** | **Rewind, small** |
| **3** | **Delete** | **8** | **N/A** |
| **4** | **Reply** | **9** | **Play Message Summary** |
| **5** | **Forward Message** |  |  |

To Check Messages from outside the office:

**Step 1** Dial the Main Number (408) 924-6800, or 4-6800 from on campus.

(You may also dial your SJSU number and wait for the call to roll to voicemail)

**Step 2** When the greeting begins to play, Press \*

**Step 3** The system will prompt you for your ID, enter your 5-didgit extension number, then press #.

**Step 4** Enter your PIN/password then press #

Changing Your PIN by Using the Phone Keypad

|  |  |
| --- | --- |
| **Step 1** | Call and sign in to Connection. |
| **Step 2** | At the **Main menu**, select the option**Setup Options**, then**Preferences,** and **Password.** |
| **Step 3** | Follow the prompts to enter and confirm a new password. Use digits 0 through 9. |

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To Change Your Recorded Name:

**Step 1** Press the Message button and log on.

**Step 2** Press 4 >3 >2.

**Step 3** At the tone, record your name, or press \* to keep the current recording.

**Use These Keys as You Record**

|  |  |  |  |
| --- | --- | --- | --- |
| **KEY** | **TASK** | **KEY** | **TASK** |
| **8** | **Pause or Resume** | **#** | **End Recording** |

To Change Your Password:

**Step 1** Press the Message button and log on.

**Step 2** Press 4 >3 >1.

**Step 3** Enter a new password and press #.

**Step 4** Enter the new password again to confirm it and press #.

To Record a Greeting:

**Step 1** Press the Message button and log on.

**Step 2** Press 4 > 1 > 1.

**Step 3** After Cisco Unity plays your current greeting, press 1 to rerecord it, or press 3 to record a different greeting, choose the greeting, then rerecord it.

To Enable or Disable a Greeting:

(You can enable or disable only your alternate greeting by phone.)

**Step 1** Press the Message button and log on.

**Step 2** Press 4 >1 >1.

**Step 3** After Cisco Unity plays your current greeting, press 2 to enable or disable your alternate greeting.

Note: When your alternate greeting is enabled, it overrides all other greetings.

To Reply to a Message:

**Step 1** After listening to the message, press 4.

**Step 2** Record your reply.

**Step 3** Press # to send the reply, or press 1 for message options.

**Message Options are the same as above.**

**Step 4** Follow the Cisco Unity conversation to handle the original message.

To Forward a Message:

**Step 1** After listening to the message, press 5.

**Step 2** Follow the Cisco Unity conversation to address the forwarded message.

**Step 3** Press # to forward the message as is, or press 2 to record an introduction, or press 3 for message options.

**Step 4** Press # to forward the message as is, or press 1 for message options.

**Message Options are the same as above.**

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**During Message Menu and Shortcuts (Standard Conversation)**

**Revised May 2009**

While listening to a message, press:

|  |  |
| --- | --- |
| **Action** | **Key(s)** |
| Restart message | **1** |
| Play previous message | **1 4** |
| Play next message | **1 6** |
| Save | **2** |
| Delete | **3** |
| Forward message | **5** |
| Slow playback | **6 4** |
| Fast playback | **6 6** |
| Rewind message | **7** |
| Pause or resume | **8** |
| Fast-forward | **9** |
| Fast-forward to end | **#** |
| Cancel or back up | **\*** |