


Cisco Unity Connection Voicemail Guide

Access to voicemail

- **From your telephone :**
 - Press the Message button .
- **From another telephone on campus :**
 - Press the Message button  or dial **7000**.
- **From an external telephone :**
 - Dial the University's main number.
 - While the main greeting is playing, press *****.
- Enter your ID (extension number), if asked, followed by **#**.
- Enter your PIN (temporary PIN: **12345**) followed by **#**. (If you enter the wrong PIN, *Unity Connection* will ask for your ID and your PIN again.)

Note: The first time you access the system, *Unity Connection* will ask you to record your name and greeting as well as modify your PIN. You can modify your name and greeting later by pressing **#**. You must however modify your PIN. A minimum of 4 numbers are required.

Controls while listening to a message

1	Restart message
2	Save message
3	Delete message
4	Slow down speed
5	Modify volume
6	Accelerate speed
7	Rewind
8	Pause or continue
9	Fast forward
#	Fast forward to end of message

Controls after listening to a message

1	Replay message
2	Save message
3	Delete message
4	Reply
5	Forward message
6	Mark as new
7	Rewind
8	–
9	Message summary
#	–

To restore deleted messages

- Press **3** to review old messages.
- Press **1** for saved messages or **2** for deleted messages.
- Press **2** to review messages or **3** to permanently erase all deleted messages.

To change your recorded name

- Press **4, 3, 2**.
- At the tone, record your name followed by **#** or press ***** to keep the current recording. As you are recording, you can press **8** to pause or resume recording.

To change your PIN

- Press **4, 3, 1**.
- Enter a new PIN and press **#**.
- Enter the new PIN again to confirm it and press **#**.

To record your standard greeting

- Press **4, 1, 1**.
- Record your new greeting and press **#** when you are done. If you press **#** without recording anything, the standard *Unity Connection* message will be used.

To record your alternate greeting

- Press **4, 1, 3, 3**.
- Record your new greeting and press **#** when you are done. If you press **#** without recording anything, the standard *Unity Connection* message will be used.

To enable or disable your alternate greeting

- Press **4, 1, 2**.
- If enabling, press **1** to specify an ending date or press **#** for an indefinite period.
- **Note:** The alternate greeting overrides the standard greeting if enabled. To return to the standard greeting, you must disable the alternate greeting.

To reply to a message

- After listening to the message, press **4**.
- Record your reply.
- Press **#** to send the reply or press **1** for message options.

To forward a message

- After listening to the message, press **5**.
- Record an introduction message (if desired) followed by **#**.
- Enter name or extension followed by **#** (To toggle between methods, press **##**).
- Press **9, 1** to enter another name or extension and repeat previous step.
- Press **#** to send.