# Voice Mail Instructions
For Cisco Unity Voicemail System

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Initial/Mandatory Setup of Your Voice Mail

1. Access voice mail, this varies by device type:

   If using Cisco...

   **Model 7920 (wireless)** - select "Menu" softkey, "Messages" tab, and then select "VoiceMailBox"
   **Model 7921 (wireless)** - select the "Messages" softkey
   **Model 7911 (single line)** - select "Msg" softkey
   **Model 7941/7961** - press "Messages" button (physical button marked with envelope icon)

2. Enter the default password "5928852"

3. An automated wizard will prompt you to record a "Recorded Name." This recorded message is used to identify the voicemail box.

4. The wizard will then prompt you to record a "Personal Greeting." This message is used to encourage callers to leave a voicemail message.

5. You will then be prompted to change your password. This is necessary in order to complete the voice mail enrollment. Your voice mail will not pickup unless you have changed your initial password.

   **PLEASE EMAIL YOUR NEW PASSWORD TO YOURSELF.**

6. You will then be asked whether or not your account should be listed in the "Directory Assistance." This is helpful when users do not know the extension of the person they are trying to contact. By default, users are set to be listed.

7. You are now "enrolled" and can hear/delete/create voicemail messages and edit any of the above options via automated voice menu. You can exit Cisco Unity Connection by pressing the asterisk (*) key, and then ending the call.
Checking Your Voice Mail

To access voice mail from your extension:

Press the messages button or dial 3000
Enter the password + # button

To access voice mail from another extension or from off campus:

Dial 882-3000
Press the * button as soon as the greeting starts
Enter your 4-digit extension + # button
Enter the password + # button

Once inside voice mail, to check your messages:

1 – Play voice messages or 2 - Play email messages
Follow the prompts as desired for each message...
1 – Repeat
2 – Save
3 – Delete
5 – Forward to another extension
6 – Mark as new – so it will be played again when you check your voice mail
7 – Skip – rewinds message just a couple seconds (which is useful to rehear a name or phone number)
9 – To hear message properties – to hear caller’s phone number and time again

NOTE, DELETED MESSAGES CONTINUE TO USE UP SPACE IN YOUR VOICE MAIL ACCOUNT UNLESS YOU SPECIFICALLY CONFIRM THEIR DELETION (LIKE EMPTING THE RECYCLE BIN ON YOUR PC). Unless you periodically delete your deleted messages, callers will receive a message that your voice mailbox is full and will be unable to leave a message.

To officially delete your deleted messages:

* - To exit the play messages mode.
3 – Old messages
2 – Deleted Messages
   1 – Review (if desired)
   2 – Erase deleted messages
       1 – Delete Messages
       1 – Delete only Voice Messages

To restore a deleted message:

* - To exit the play messages mode.
3 – Review old messages
2 – Deleted Messages
   1 – Review
       # - next (as applicable)
       Once the message is played...
           1 – restore as saved
           6 – restore as new
Modifying Your Default Greeting or Alternative Greetings

Once inside your voice mail:

The majority of users will just want to utilize a standard greeting. However, there are other greetings which can be configured and used. Select the following options to re-record your main greeting or one of your alternative greetings:

* - To exit the play messages mode.

4 – Settings

  1 - Greetings

    1 – Re-record your standard greeting

    2 – Turn on alternate greeting **

    3 – To edit other greetings

      1 – Standard Greeting
      2 – Closed Greeting to be used from 5:00 p.m. to 8:00 a.m. (the time is not adjustable)
      3 – Alternate Greeting (useful for vacations, etc.) **
      4 – Busy Greeting Closed (to be used when you are on the phone)
      5 – Internal Greeting
      6 – Holiday Greeting

    4 – Play all your greetings

    0 – Help

    * – Exit

** Note that the alternate greeting must be turned on and off as needed.

Using an alternate greeting prevents you from having to re-record your standard greeting when you are away for extended periods for training, vacations, etc..
Changing your Voice Mail Password

**PLEASE EMAIL YOUR NEW PASSWORD TO YOURSELF.**

First, note the following password requirements:

- Must be at least 6 digits.
- Your extension cannot be part of your new password
- You cannot use the same digit more than twice consecutively
- May not contain all consecutive digits

Examples of invalid passwords for an extension of 7462 would be:

- **746211** extension is part of the password
- **111234** the same digit is used more than twice consecutively
- **123456** all consecutive numbers are used
- **12345** the password is not at least 6-digits long

Please email your new password to yourself.

Directions to change your password:

Once inside your voice mail:

- * - To exit the play messages mode.
- 4 – Settings
  - 3 – Personal Settings
    - 1 – Change Password
      - Enter a 6-digit for your new password, then press the # button
      - Enter the new password again to confirm, then press the # button
      - Press * to exit from the change-password interface.

**PLEASE EMAIL YOUR NEW PASSWORD TO YOURSELF.**
Voice Mail Tricks

To have *all* incoming calls go *immediately* to voice mail without ringing your extension (which is useful if you don’t want to be disturbed while you are in a meeting or if you will be away for awhile):

Press the CFwdAll softkey and then press the message button
Or
Press the CFwdAll softkey and then enter 3000
Or
Press the CFwdAll softkey and then enter *5999
(like the old telephone system – to ease the transition)

To turn off forwarding, just press the CFwdAll softkey once.

After forwarding please ensure that “Forwarded to Voicemail” appears at the bottom of your lcd screen. If “Forwarded to 5999” appears – your calls are not properly forwarded to voicemail; but will be redirected to the main UTB operator. Please dial your extension after every forward to ensure that the forwarding is functioning as desired.

To have just a *particular* incoming call go to voice mail (if you cannot answer the call and don’t want to be disturbed by the ringing phone):

Press the iDivert softkey.

Bypass another extension’s voice mail greeting:

When calling someone at another extension, you can bypass their voice mail greeting by pressing the # button once their greeting starts. Note that you are to leave a message directly after pressing the # button. (You are only prompted with a very quick beep which is so fast that you may not be able to hear it.)