



Cisco Unity Voicemail Management

Description / Purpose:

The Cisco Unity Voicemail system allows employees to access voicemail messages externally via-telephone. Below are instructions for accessing and setting up voicemail. Once you have completed the setup process your voicemail box will be ready to receive messages.

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

WAIT until you hear "You Have Finished Enrollment" then hang up. **

To access and check your voicemail from outside the office:

- Step 1: Dial your office number
- Step 2: When the greeting begins to play, Press [*]
- Step 3: Enter your ID (4-digit extension or mailbox number), then press #.
- Step 4: Enter your PIN (password) then press #

To Change Your PIN (password) from outside the office:

- Step 1: When you hear the recording, dial [*], then enter your ID (last 4-digits of campus telephone number).
- Step 2: Enter PIN followed by #
- Step 3: Press 4 >3 >1.
- Step 4: Enter a new PIN (password) and press #.
- Step 5: Enter the new PIN (password) again to confirm it and press #.

To Change Your Recorded Name from outside the office:

- Step 1: When you hear the recording, dial [*], then enter your ID (last 4-digits of campus telephone number).
- Step 2: Enter PIN followed by #
- Step 3 Press 4 >3 >2.
- Step 4: At the tone, record your name, press # to end recording or press * to keep the current recording.

To Record a Greeting from outside the office:

- Step 1: When you hear the recording, dial [*], then enter your ID (last 4-digits of campus telephone number).
- Step 2: Enter PIN followed by #
- Step 3: Press 4>1>1.
- Step 4: After Cisco Unity plays your current greeting, press 1 to re-record it, or press 3 to record a different greeting, choose the greeting, and then rerecord it.

To forward office phone to an external number (Applicable to local phone numbers ONLY)

- Step 1: When you hear the recording, dial [*], then enter your ID (last 4-digits of campus telephone number).
- Step 2: Enter PIN followed by #
- Step 3: Press 4>4>1>3.
- Step 4: Then enter the call forward target phone number exactly as you would dial it from your phone. An external number requires "9" to be dialed before the external call can be made so the transfer-pattern number should be 912345678.

****For long distance numbers please submit a request to get your voicemail sent you via-email) ****