UCF Computer Services & Telecommunications
Voicemail Reference Guide

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**Telecom
Service Desk
Dial
3-5117**

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**Cisco Unity
Messaging for
Cisco IP Phones**

Quick Reference

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3-1111

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Voicemail Indication:	The red light on your telephone handset lights up when you have a new voicemail message. An ✉ envelope symbol will flash on the line containing the new message. To access the voicemail system, press the ✉ **Messages** button or dial **3-1111**.
Logging on to Cisco Unity the first time:	• From your own extension, dial **3-1111** or press the ✉ **Messages** button. • Enter the default PIN followed by # (**12125#**).
Accessing Unity From Off Campus	• From an outside line dial (407) 823-1111. • If you dialed from someone else's phone or an outside line, press ***** when Cisco Unity answers then Enter your **ID** (same as extension), then press **#**.
Setting Up Your Voicemail:	Each user will be required to setup their mailbox. The first time you login, Unity will take you through the following steps: • Login and set a new PIN • Record your name • Record your standard greeting ___Use These Keys Anytime During any Changes___ ***** = Cancel or back up **#** = Skip or move ahead
To Record Your Name:	• Dial **3-1111** or press the ✉ **Messages** button and log on. • Press **4** followed by **3** then **2** • At the tone, **record your name**, or press ***** to keep the current recording. • After recording your name, Unity will play back the recording. Press ***** to save. ___Use These Keys as You Record___ **8** = **Pause or resume** **#** = **End recording**
To Record Your Greeting:	There are two types of greetings: **Standard** and **Alternate** • Dial **3-1111** or press the ✉ **Messages** button and log on. • Press **4** followed by **1.** • Press 1 when finished recording press # • After Cisco Unity plays your current greeting, press **1** to rerecord it, or press **3** to record a different greeting.

To Enable or Disable your Alternate Greeting:	• Dial **3-1111** or press the ⊠ **Messages** button and log on. • Press **4** followed by **1.** • 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 Set/Change Your PIN:	• Dial **3-1111** or press the ⊠ **Messages** button and log on. • Press **4** followed by **3** then **1** • Enter your new PIN and press **#**. • Enter the new PIN again to confirm it and press **#**.
To Check Messages:	• Dial **3-1111** or press the ⊠ **Messages** button and log on. • Press **1** to hear new messages, or press **3** to review old messages. • Use the following keys to manage your messages and to control playback. *NOTE: When you change message speed, it will affect all future messages as well.*

Use These Keys While Listening to a Message	_Use These Keys After Listening to a Message_
1 = Restart Message **2 = Save** **3 = Delete** **4 = Reduce Message Speed** **6 = Increase Message Speed** **7 = Rewind, Small** **8 = Pause or Resume** **9 = Fast-forward**	**1 = Replay Message** **2 = Save** **3 = Delete** **4 = Reply** **5 = Forward Message** **6 = Save as Unheard** **7 = Rewind, Small** **9 = Play Message Summary**

To Forward a Message:	• After listening to the message, press **5**. • Follow the Cisco Unity instructions to address the forwarded message. • Press **#** to forward the message as is, **or** press **2** to record an introduction, **or** press **3** for message options. *NOTE: Message Options are the same as above.*
To Transfer a Caller Directly Into Voicemail:	• Press the Transfer soft key. • Press the Messages key or dial **3-1111** • Press **#** on the dial pad • Enter the mailbox number (same as extension). • Press the Transfer soft key again.

*If you have additional questions, or want to request training, please call our Service Desk at 3-5117