UCF Computer Services & Telecommunications Voicemail Reference Guide

Telecom Service Desk Dial 3-5117 Cisco Unity Messaging for Cisco IP Phones



Quick Reference

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
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
 - 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 vour Alternate **Greeting:**

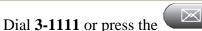


Dial **3-1111** or press the Messages button and log on.

- 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.

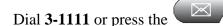
To Set/Change Your PIN:



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:



- 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

- 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

Use These Keys After Listening to a Message

- 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