Cisco Unity Connect Voicemail User Guide

Check Messages from your Cisco VoIP telephone:

Step 1   Press the "**messages**" button (looks like an envelope) on your phone and enter your PIN#.

Step 2   **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.

ACTION DURING A MESSAGE	KEYS
Restart message (repeat)	1
Play previous message	1 4
Play next message	1 6
Save (as an old message)	2
Delete	3
Reply (follow instructions)	4
Forward message (follow instructions)	5
Save as unheard (mark as a new message)	6
Slow playback	6 4
Fast playback	6 6
Rewind (jump back)	7
Pause or resume	8
Fast-forward (jump forward)	9
Fast-forward to end	#
Message properties	1 5
Help	0
Cancel or back up to previous menu	*

Check Messages from another Cisco VoIP phone on campus:

Step 1   **Dial 2222**

Step 2   When you hear "enter your PIN followed by #" **press *** to be prompted for your extension.

Step 3   When you hear "enter your ID followed by #" enter your **4-digit extension followed by #.**

Step 4   When you hear *"enter your PIN followed by #"* enter your **PIN followed by #.**

Check Messages from off campus:

Step 1   **Dial 507-389-2222** (*you will hear Cisco Unity Connection … greeting*) **Press ***

Step 2   When you hear *"enter your ID followed by #"* enter your **4-digit extension and #.**

Step 3   When you hear *"enter your PIN followed by #"* enter your **PIN and #.**

Step 4   **Press 1** to hear new messages, or **press 3** to review old messages.

Step 5   Follow the prompts and use the keys above.

Leave a voicemail without ringing the extension:

● From on-campus, **dial the extension prefixed by a *** (ex. *1234)

● The call will be immediately answered by the voicemail greeting of the extension you are calling

Transfer a caller directly to another voice mailbox:

Step 1   From on-campus, press the **Transfer** button

Step 2   Press * then the extension of the voicemail that you'd like to transfer to (ex. *1234)
Step 3   While the voicemail greeting is playing, press the **Transfer** button again to complete the transfer.

Change Voicemail setup options:

Step 1   Connect to Unity Connect from your Cisco VoIP phone or from off campus (above) and enter your PIN#.
Step 2   **press 4** immediately to enter "Setup Options."
Step 3   Follow the prompts and menus.

SETUP OPTIONS (KEYS)	OPTIONS and (KEYS)	DESCRIPTION
Greetings (1)	Listen to/record (1) Turn greetings on/off (2) Edit other greetings (3) Play all greetings (4)	Use to listen to, or re-record greetings.
	Standard Greeting	During normal business hours
	Closed Greeting	After business hours
	Alternate Greeting	Instead of all other greetings when on (vacation or special situations)
	Busy Greeting	When you are busy on the phone
	Internal Greeting	When caller is internal caller
	Holiday Greeting	Plays on scheduled holidays
Message Settings (2)	Message Setting Notifications (1)	Will notify you if there is a new voicemail via: pager (1), home phone call (2), work phone call (3) or mobile phone call (4)
	Menu Style (3)	Brief or full menus (1)
	Private Directory Lists (4)	Hear lists (1) Change name on list (2)
Preferences (3)	Change your PIN (1)	Your PIN allows you to listen to messages and change your settings
	Record your name (2)	Identifies you to callers to ensure that they're leaving a message to the right person.
	Directory Listing (3)	Allows your name to be listed in the voicemail director or hide it from the directory

What happens to deleted voicemails?

If deleted from a phone or from your email Inbox:
- The message will be moved into the deleted items area in Unity Connection. Items will remain in this area and are able to be restored using the phone for 7 days. After that time, the message will be permanently deleted.
- The message will also be moved by Unity Connection from your email inbox to your email Deleted Items. Items will remain in your email deleted items until you delete them.

If moved from your email inbox into a sub-folder of the Inbox:
- The voicemail will remain as a saved item in your voicemail box.

If moved from your email inbox into a personal folder:
- The voicemail will be moved into a Deleted Items area in your voicemail box.

The First Time You Login (Voicemail Setup):

You will have been sent an initial random PIN that will need to be changed to a PIN you know and will remember. You will also be asked to record your name and set up your voicemail greetings.

Listen until you hear the attendant say that you have finished enrollment. If you hang up prior to hearing this confirmation, you will have to start again.

From on campus:

Step 1   Press the **'messages'** button on your phone (button that has a letter envelope icon)
Step 2   When you hear "enter your PIN followed by #" **enter your temporary PIN** that was emailed to you and **press #**
Step 3   Follow the voicemail instructions to record you name.
Step 4   Follow the voicemail instructions to record a greeting.
Step 5   Set up a new PIN that you'll remember. (this will provide access to your voicemail messages, calendar appointments and email messages)
Step 6   Follow the prompts to be listed in the voicemail directory.
Step 7   When you hear a confirmation that your voicemail has been set up, you can hang up.

From off campus:

Step 1   Call into Voicemail Access **507-389-2222**
Step 2   When you hear "hello, Cisco Unity Connection Messaging System" **press ***
Step 3   When you hear "enter your ID, followed by #" enter your **4-digit phone extension** and **press #**
Step 4   When you hear "enter your PIN followed by #" **enter your temporary PIN** that was emailed to you and **press #**
Step 5   Follow the voicemail instructions to record you name.
Step 6   Follow the voicemail instructions to record a greeting.
Step 7   Set up a new PIN that you'll remember. (this will provide access to your voicemail messages, calendar appointments and email messages)
Step 8   Follow the prompts to be listed in the voicemail directory.
Step 9   When you hear a confirmation that your voicemail has been set up, you can hang up.