CISCO UNITY

Accessing your Voice Mail system by phone

Setting up your Voice Mail box from your phone

- Press the **Messages** button. You will be asked to enter your PIN. The default PIN is **123456.**

- The Unity Voice Mail system will guide you through the initial setup process.
  1. Record your name
  2. Record your primary greeting
  3. Change your temporary password

Accessing your Voice Mail box from a phone other than your own

- Press the **Messages** button. When asked for the PIN, press ✱ to exit the Voice Mail box for the phone you're using.
- Enter your ID (your extension number) and press **#**.
- Enter your PIN and press **#**.

Accessing Voice Mail from outside the office

- Dial **(615) 741-0000**.
- Enter your ID (your extension number) and press **#**.
- Enter your PIN and press **#**.

Transferring a caller directly to Voice Mail

- Press the **Transfer** softkey.
- Press ✱ and then dial the mailbox number.
- Press the **Transfer** softkey again.

Changing your Standard Greeting

- Access your mailbox and choose **4** for Setup Options.
- Choose **1** for Greetings, then **1** again to record a replacement for your current greeting.

Setting up your Alternate Greeting

Note: This is the greeting you should use when you are on vacation or otherwise unavailable.

- Access your mailbox and choose **4** for Setup Options.
- Choose **1** for Greetings.
- Choose **3** for Greeting Options.
- Choose **3** for Alternate Greeting.
- Press **1** to record a new Alternate Greeting.
- Follow the prompts to record and save your new greeting.
- To turn on the Alternate Greeting, choose **3**.

Note: You will be given the option of setting an end date for this recording.

Other available greetings

Busy Greeting

Enable this greeting to indicate when you are on the phone. As long as this greeting is enabled, it will override the Standard, Closed and Internal greetings when your phone is busy.

Internal Greeting

Enable this greeting to provide information that coworkers need to know. For example, "I will be in Conference Room B until noon today..." As long as it is enabled, the Internal Greeting overrides Standard and Closed greetings, and plays only to callers within your organization, only when you don't answer your phone.

Quick Options

- # will bypass a greeting and allow you to leave a message right away.
- While listening to a message, you can use the following keys to perform common actions:

3	**Delete** the message
2	**Save** the message
7	**Rewind** five seconds
9	**Fast forward** five seconds
##	**Skip** the message

Anytime

#	Skip to move ahead, complete or confirm addressing, accept changes, send message, start and stop recording
0	Help
*	Cancel, exit or back

Retrieve Messages

1	New
3 1	Saved
3 2	Delete

During Message

1	Restart Message	7	Rewind Message
2	Save	8	Pause/Resume
3	Delete	9	Fast-Forward
4	Slow Playback	#	Fast-Forward to end
6	Fast Playback	# #	Skip Message, save as

After Message

1	Repeat Message	6	Mark New
2	Save	7	Skip Back
3	Delete	9	Play Message Properties
4	Reply-if internal	*	Cancel Playing Messages
5	Forward Message		

Send a Message

| 2 | Send |

Enter address then record your message.

#	Send Message	5	Review Recording
1	Urgent	6	Rerecord
2	Return Receipt	7	Add to Recording
3	Private	9 1	Add Name
4	Future Delivery	9 2	Hear all names (delete names)

Change Preferences

| 4 | Setup Options |

1	Greetings	1 3 5	Hear Internal Greeting	3	Personal Settings
1 1	Rerecord Greeting	1 4	Hear All Greetings	3 1	Change Passwords
1 2	Alternate Greeting on/off	2	Message Settings	3 2	Change Recorded Name
1 3	Edit Greeting	2 1	Set Up Message Notification		
1 3 1	Edit Standard Greeting	2 1 5	Cascading Notifications		
1 3 2	Edit Closed Greeting	2 4	Private Distribution Lists		
1 3 3	Edit Alternate Greetings				
1 3 4	Edit Busy Greetings				