Unity Voice-Mail

Initial Setup

Call the voicemail extension 0299 or press the messages key (✉) from your phone → Enter the 1st time password of 159357 → Unity will guide you through the remainder of the setup process.

Connecting to Voice-mail

From your extension:

1. Dial the voice-mail extension 0299 or press the messages key (✉)
2. Enter your password followed by the # key (#)

From another extension:

1. Dial the voice-mail extension 0299 or press the messages key (✉)
2. When you hear the voice-mail prompt or greeting press the * key (✪)
3. You will be prompted for a user ID and then your password. Enter your extension followed by # and then enter your password followed by #.

From an outside number:

1. Dial the main voice-mail number (434)-296-0299
2. When you hear the voice-mail prompt or greeting press the * key (✪)
3. You will be prompted for a user ID and then your password. Enter your extension followed by # and then enter your password followed by #.

Main Menu (Detailed)

From the main menu, every option has its own group of sub-options or features. Each of these sub menus are featured in their own section of this guide. In addition, there is also a section for general purpose buttons useful anytime.

❶	New Messages – Listen to your new messages. Options during and after the messages are played let you save, delete, reply to, and forward the messages.
❷	Send a Message – Address, record, and deliver a message to one or more recipients (within the Cisco system). Special options include urgent delivery, receipts, and future delivery.
❸	Saved Messages – After pressing ❸, you will get a brief menu where you can press ❶ to listen to your saved messages, or ❷ to permanently delete deleted messages. Note: There is no way to recover deleted messages, so 'permanently' deleting them is unnecessary.
❹	Setup Options – Configure the way Unity responds to callers and to you. For more details see the "Setup Options" submenu on the next page.

Main Menu (Brief)

After logging in to voice-mail, Unity will welcome you and give you the number of new and saved messages. During this greeting you may press any of these numbers:

❶	New Messages
❷	Send a Message
❸	Saved Messages
❹	Setup Options

Anytime

In addition to the normal menu options, there are three keys that can be used almost anytime. These are the star key (✪), the zero key (⓿), and the pound key (#). Their usages are as follows:

✪	Cancel; Return to the previous menu
⓿	Help with this menu or feature
#	Unless specified otherwise – Replay menu options. Other uses are Skip and Confirm.

During a Message

Urgent messages play first followed by the rest. Both priorities are sorted to play oldest first. Save or delete a message to move to the next or wait for the message to finish for additional options.

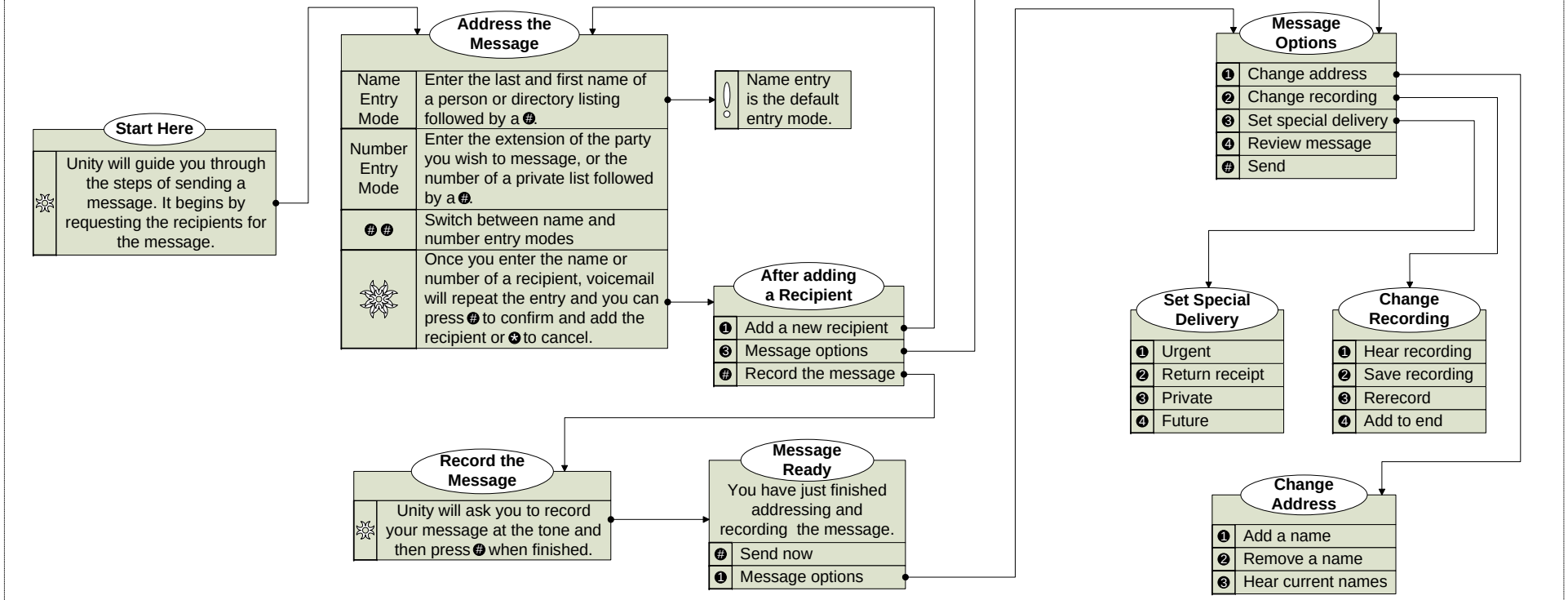
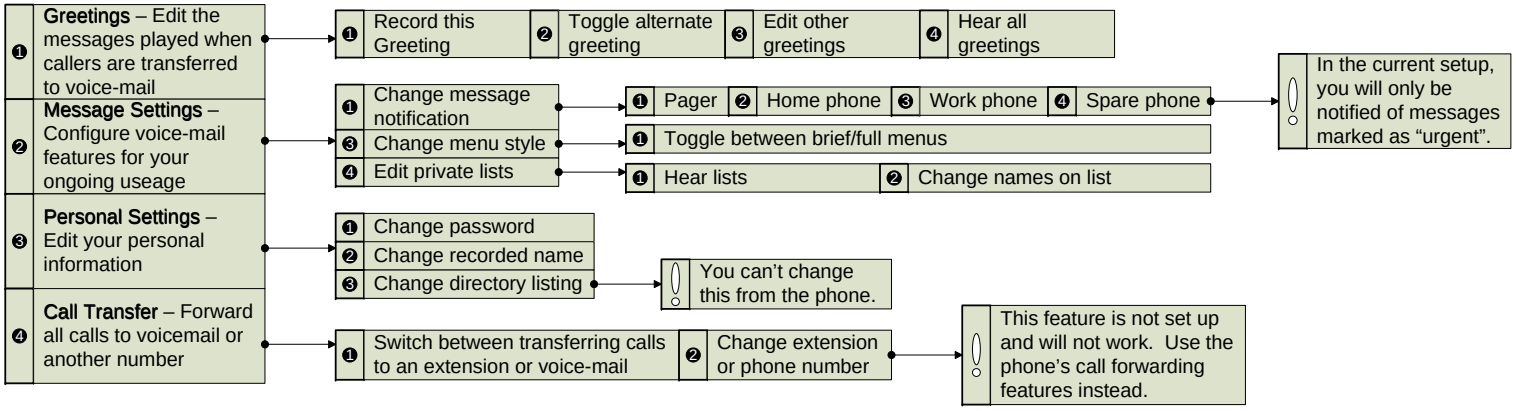
❶	Restart Message	❼	Rewind (5 sec)
❷	Save	❽	Pause/Resume
❸	Delete	❾	Fast Forward (5 sec)
❹	Slow Playback	#	Fast Forward to End
❻	Fast Playback	##	Save as is

After a Message

Save or delete a message to move to the next. If this was the last message, you will return to the main menu. Replaying the message will return you to the options you had during the message.

❶	Replay message	❺	Forward the message
❷	Save	❻	Save as new
❸	Delete	❼	Rewind
❹	Reply to message	❾	Play message properties
❹❷	Reply to all	#	Save as is

Send a Message



Setup Options