Charlottesville Cisco Unity Voice Message User Guide

FIRST TIME YOU LOG IN

To Enroll on Cisco Unity:

Step 1 Dial the internal Cisco Unity phone number (**0299**) or press the **Message** button.

> **Note:** If you dialed from another phone, press ***** when Cisco Unity answers.
> Enter your ID (your four digit extension/mailbox number), then press **#**.
> Enter your PIN/password – the default is 159357 – then press #

Step 2 Please follow system instructions for the following:

- Record your name.
- Record your greeting.
- Set a new PIN/password – this must be a minimum of 4 digits and cannot be trivial.

To Log on to Cisco Unity:

Step 1 Dial **0299** or press the **Message** button and log on.

Step 2 If you dialed from another phone beside your own, press ***** when Cisco Unity answers.

Step 3 Enter your ID (your four digit extension/mailbox number), then press **#**.

Step 4 Enter your PIN/password and press **#**.

To Check Messages Inside the Office:

Step 1 Dial **0299** or press the **Message** button and log on.

Step 2 Press **1** to hear new messages, or press **3** to review old messages.

Step 3 Use the following keys to manage your messages and to control playback.

Use These Keys During a Message

KEY	TASK	KEY	TASK
1	Restart message	7	Rewind
2	Save	8	Pause or resume
3	Delete	9	Fast Forward (5 sec)
4	Slow Playback	#	Fast Forward to End
6	Fast Playback	##	Save As Is

Use These Keys After a Message

KEY	TASK	KEY	TASK
1	Replay message	5	Forward The Message
2	Save	6	Save As New
3	Delete	7	Rewind
4	Reply	8	Play Message Properties
4 – 2	Reply To All	#	Save As Is

To Check Messages Outside the Office:

Step 1 Dial the external Cisco Unity phone number 434-296-0299.

Step 2 When the greeting begins to play Press (*****)**.**

Step 3 Enter your ID (mailbox number or extension number, should be one in the same) followed by the (#) key, and then enter your PIN/password followed by the (#) key.

Step 4 The system will announce any new messages that have been received since you last logged on.

To Send a Voice Message:

Step 1 Dial **0299** or press the **Message** button and log on.
Step 2 To send a message Press **2.**
Step 3 Record your message after the tone; press # to end recording.
Step 4 Follow the Cisco Unity directions to address the message.
    Start spelling the mailbox user's last name or press ## to enter the user's mailbox number.
    The name will be echoed; to send the message press # to cancel press *.
    To add another name press 91 and repeat.
Step 5 Press **#** to send the message.

Message Options

KEY	OPTION	KEY	OPTION
1	Mark message urgent	7	Add to the message
2	Request return receipt	91	Add additional names/mailboxes
3	Mark message private	92	Hear all names or delete names
4	Request future delivery	*	Cancel the message
5	Review the recording	0	Help
6	Re-record the message		

To Reply to a Message:

Step 1 After listening to the message, press **4**.
Step 2 Record your reply; press # to end recording.
Step 3 Press # to send the reply.

Message Options are the same as – "Use These Keys After a Message" Table

To Forward a Message:

Step 1 After listening to the message, press **5**.
Step 2 Record an introduction after the tone, press # to end recording.
Step 3 Record your message after the tone; press # to end recording.
Step 4 Follow the Cisco Unity directions to address the message.
    Start spelling the mailbox user's last name or press ## to enter the user's mailbox number.
    The name will be echoed; to send the message press # to cancel press *.
    To add another name press 91 and repeat.
Step 5 Press # to send the message.

Message Options are the same as above – "Message Options" Table

To Change Your Recorded Name:

Step 1 Dial **0299** or press the **Message** button and log on.
Step 2 Press **4 >3 >2**.
Step 3 At the tone, **record your name**, or press ***** to keep the current recording.

Use These Keys as You Record

KEY	TASK	KEY	TASK
8	Pause or Resume	#	End Recording

To Change Your Password:

Step 1 Dial **0299** or press the **Message** button and log on.
Step 2 Press **4 >3 >1**.
Step 3 Enter a new PIN/password and press #.

Step 4 Enter the new PIN/password again to confirm it and press **#**.

To Record a Greeting:

Step 1 Dial **0299** or press the **Message** button and log on.
Step 2 Press **4 > 1**.
Step 3 After Cisco Unity plays your current greeting, press **1** to re-record recording press **2** to turn on the alternate greeting or press **3** to edit other greetings.

Greeting Types: Standard   Closed   Holiday
                           Busy   Internal

To Enable or Disable a Greeting:

(You can enable or disable **only** your alternate greeting by phone.)

Step 1 Dial **0299** or press the **Message** button and log on.
Step 2 Press **4 >1**.
Step 3 After Cisco Unity plays your current greeting, press **1** to re-record, press **2** to enable or disable your alternate greeting.

Note: When your alternate greeting is enabled, it overrides all other greetings.

Setting Up Private Distribution List:

Step 1 Dial **0299** or press the **Message** button and log on.
Step 2 Press **4>2 >4 >2**.
Step 3 Choose the private list whose name you want to change by pressing the number of the list. (Can be a number 1-25)
Step 4 Press **4** to record the name.

   Note: You may have up to 99 entries per list.
   Note: To use log into your mailbox and spell the name of the list or enter the list number.

To Change the Members of a Private Distribution List:

Step 1 Dial **0299** or press the **Message** button and log on.
Step 2 Press **4>2 >4 >2.**
Step 3 Choose the private list whose members you want to change by pressing the number of the list. (Numbers 1-25).
Step 4 After Cisco Unity plays the name of the list, use the following keys to change the members.

KEY	OPTION	KEY	OPTION
1	Add a Name	3	Remove a Name
2	Hear the Names in the List	# #	Switch Between a Spelling Mode and Number Mode

To Transfer Calls Directly Into Voice Messaging

Press **Transfer ***
Enter the extension number you want and press **Transfer** again **immediately.**

Do this quickly so the caller will hear the user's greeting.

To Leave Someone A Voice Message (Express Messaging)

Press ***** and dial the mailbox number.
This will bypass the phone; the phone will not ring, and you go directly into the user's mailbox.

Additional Details and Features