Records VoIP voicemail instructions

Setting up Your Mailbox:
To Set Up Your New Mailbox
1) Press Message button on your phone to **LOGIN**.
2) Enter the temporary PIN **135790**
   You will hear "*Welcome to Unity*". Unity's tutorial will play until you successfully complete the mailbox setup.

Accessing Voice Mail:
From your phone:
1) Press Messages button:
2) Enter PIN and press #.
   The default code is 135790

From another Cisco IP phone:
1) Press Messages button:
2) Hit the * key
3) Enter your ID (10 digit phone number) followed by #
4) Enter PIN and press #

From outside the office:
1) Dial: **212.341.6020**
2) Hit the * key soon as you hear the greetings
3) Enter your 10 digit phone number followed by #
4) Enter your PIN followed by #

**You can use the following keys to control playback, while listening to a message**
Press 1:Repeat the message, **Press 2**:Save, **Press 3**:Delete, **Press 4**:Slow playback, **Press 5**:Change volume, **Press 6**:Fast playback, **Press 7**:Rewind, **Press 8**:Pause or resume, **Press 9**:Fast-forward, **Press #**:Fast-forward to end, **Press ##**:Go to next message
Note: Any change made to volume, playback speed, will be saved. Make sure to undo these changes after listening to the message by repeating the same keys

For the users who get their messages delivered to outlook:
You will receive all your voicemails in your outlook inbox
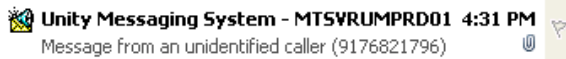
*Note: Opening the unity email message will clear the message indicator on the phone

From your Blackberries:
You can listen to your voicemails on new blackberries models
*Note: Opening the unity email message will clear the message indicator on the phone

Deleting voicemails from your phone:
1) Log on to Cisco Unity Voice Mail
2) Press 1 to hear new messages, or press 3 to review old messages
3) During or after message playback, press 3 to delete the message
*Note: Deleting a message from the phone will also delete the message in your outlook inbox

Changing your standard greeting
(This greeting generally plays during business hours)
1) Log on to Cisco Unity Voice Mail
2) Press 4 > 1
3) After Cisco Unity plays your current greeting, Press 1 to rerecord it
4) Press **#** to end recording

Recording and activating the alternate greeting
(This is the preferred greeting to be used when you are on vacation)
1) Log on to Cisco Unity Voice Mail
2) Press 4 > 1 > 2

3) Press 1 to setup an end date or Press # to activate alternate greeting indefinitely
4) To specify an end date:
   - For today, press 0
   - For tomorrow, press 1; For two days from today, press 2; For the day after that, press 3 and so on
   - For a specific month, day, and time, press 9
   - Enter the month as a number from 1 -12 then #
   - Enter the day of the month as a number from 1- 31 then #
   - Enter the time to the minute then # (HHMM format)
   - For AM press 1 for PM press 2
The system will announce the day and time selection you just made

> ***Example of setting up an alternate greeting to end on 08/12/2010 10:30AM***
> 1) Press 4 > 1 > 2
> 2) Press 1 to select an end date
> 3) Press 9
> 4) Press 8 # (Select the month)
> 5) Press 12 # (select the day)
> 6) Press 1030 # (Select the time 10:30)
> 7) Press 1 for AM
> *System will announce the day and time selection you just made*

Disabling the Alternate greeting
1) Login to your voicemail account
2) Press 4 > 1 > 2

Forwarding Voice Messages by Phone
1) After listening to the message, press 5
2) Record an introduction and press #
2) Press ## to forward the message by number
3) Press the 10 digit phone number followed by #
   - Press # to add the number or press * key to cancel
   - Press 91 to and another number or,
   - Press # again to forward the message

Voicemail Policy
Password Policy:
1) System will announce the minimum password length
2) Password expires every 180 days
3) System will not allow trivial passwords for extra security
Account lookout policy:
1) Account will lock after multiple unsuccessful login attempts
2) Account will unlock after 30 minutes (Wait 30 minutes if you want to retry your password after an account lockout)
3) Contact Citywide service desk if you need your PIN reset
Voicemail storage quota:
1) System will allow you to keep up to 30 minutes of voicemail messages. System will not accept any new messages after you exceeded your quota
2) When you have more than 25 minutes of voicemail messages, you will hear "your mailbox is full" message from the phone. You can continue to receive messages until your box is full.
3) Deleted messages will count towards your quota. You can clear deleted messages by,
   a) Emptying your outlook deleted items
Or
   b) Login in to your voicemail account from the phone and by entering these keys 3>2>2>1>1

Maintenance and Repairs: Please use another phone to call the Citywide Service Desk @ 718.403.8888