

Access Voice Mail from Your Phone and Other Phones

Setting Up Your Voice Mail Box From Your Phone

- 1) Press the **Messages** button. You will be asked to enter your PIN. The default PIN is **0000#**.
- 2) The voice mail system will guide you through the initial setup process.
 - Record your name
 - Record your primary greeting
 - Change your temporary password

Accessing Your Voice Mail Box From a Phone Other Than Your Own

- 1) Press the **Messages** button. When asked for the PIN, press * to exit the voice mail box for the phone you are using.
- 2) You will be prompted to enter your ID (your 4-digit extension number), then press #.
- 3) Enter your PIN and press #.

Accessing Your Voice Mail Box From Another Cisco phone.

- 1) Dial **7777**.
- 2) You will be prompted to enter your ID (your 4-digit extension number), then press #.
- 3) Enter your PIN and press #.

Quick Options

Changing Your Standard Greeting

- # will bypass a greeting and allow you to leave a message in a mailbox
- 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

Greetings

Changing Your Standard Greeting

- 1) Press the **Messages** button. Enter your PIN and press #.
- 2) Choose **4** for **Setup Options**.
- 3) Choose **1** for **Greetings**. The voice mail system will play your current greeting. To rerecord your current greeting, press **1**.

Setting up an Alternate Greeting

or an Out of Office Greeting

- 1) Press the **Messages** button. Enter your PIN and press #.
- 2) Choose **4** for Setup Options.
- 3) Choose **1** for **Greetings**.
- 4) Choose **3** for Greeting Options.
- 5) Choose **3** for Alternate Greeting.
- 6) Press **1** to record your Alternate Greeting.
- 7) Follow the prompts to record and save your new greeting.
- 8) 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 you are on the phone. As long as the greeting is enabled, it will override Standard, Closed and Internal greetings when your phone is busy. (The phone system does not consider your phone busy until you have two calls to your extension.)

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 caller within your organization, only when you don't answer your phone.

Important: When you receive voice mail messages in your email inbox, if you delete messages from your email inbox, they will be deleted from your phone. Also, if you delete them from your phone, they will be deleted from your email

Cisco Unity Connection Voice Mail



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Important Reminder:
**All communications are considered
public information.**

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Voice Mail Chart Commands

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	During Message	
	After Message	
<div> <div>1 New</div> <div>3 1 Saved</div> <div>3 2 Delete</div> </div>	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
		1 Repeat Message
		2 Save
		3 Delete
		4 Reply-if internal
		5 Forward Message
		6 Mark New
		7 Skip Back
		9 Play Message Properties
		* Cancel Playing Messages
Send a Message		
Enter address then record your message.		
2 Send	# 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	Setup Options	
	1 Greetings	1 3 5 Hear Internal Greeting
	1 1 Rerecord Greeting	1 4 Hear All Greetings
	1 2 Alternate Greeting on/off	2 Message Settings
	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	
		3 Personal Settings
		3 1 Change Passwords
		3 2 Change Recorded Name