

Initial/Mandatory Setup of Your Voice Mail **VIDEO INSTRUCTIONS**

1. Access voice mail:

press "Messages" button (physical button marked with envelope icon)

2. Enter the default password "12345" & #

3. An automated wizard will prompt you to record a "Recorded Name." This recorded message is used to identify the voicemail box.

4. The wizard will then prompt you to record a "Personal Greeting." This message is used to encourage callers to leave a voicemail message.

5. You will then be prompted to change your password. This is necessary in order to complete the voice mail enrollment. Your voice mail will not pickup unless you have changed your initial password.

P L E A S E EMAIL YOUR NEW PASSWORD TO YOURSELF.

6. You will then be asked whether or not your account should be listed in the "Directory Assistance." This is helpful when users do not know the extension of the person they are trying to contact. By default, users are set to be listed.

7. You are now "enrolled" and can hear/delete/create voicemail messages and edit any of the above options via automated voice menu 8. You can the exit Cisco Unity Connection by pressing the asterisk (*) key, and then ending the call.

Checking Your Voice Mail

To access voice mail from your extension:

Press the messages button

Enter the password & # button

Once inside voice mail, to check your messages:

1 – Play voice messages or 2 - Play email messages

Follow the prompts as desired for each message...

1 – Repeat

2 – Save

3 – Delete

5 – Forward to another extension

6 – Mark as new – so it will be played again when you check your voice mail

7 – Skip – rewinds message just a couple seconds (which is useful to rehear a name or phone number)

9 – To hear message properties – to hear caller's phone number and time again

To restore a deleted message:

* - To exit the play messages mode.

3 – Review old messages

2 – Deleted Messages

1 – Review

- next (as applicable)

Once the message is played...

1 – restore as saved

6 – restore as new

Modifying Your Default Greeting or Alternative Greetings

Once inside your voice mail:

The majority of users will just want to utilize a standard greeting. However, there are other greetings which can be configured and used. Select the following options to re-record your main greeting or one of your alternative greetings:

* - To exit the play messages mode.

4 – Settings

1 - Greetings

1 – Re-record your standard greeting

2 – Turn on alternate greeting **

3 – To edit other greetings

1– Standard Greeting

2 – Closed Greeting to be used from 5:00 p.m. to 8:00 a.m. (the time is not adjustable)

3– Alternate Greeting (useful for vacations, etc.) **

4 – Busy Greeting Closed (to be used when you are on the phone)

5 – Internal Greeting

6 – Holiday Greeting

4 – Play all your greetings

0 – Help

* – Exit

** Note that the alternate greeting must be turned on and off as needed.

Using an alternate greeting prevents you from having to re-record your standard greeting when you are away for extended periods for training, vacations, etc..