Cisco Voice Mail Instructions
FOR
Full-Time Faculty and Staff

Unity Voice Mail System phone number-------------------------------972-377-1040

First Time Log-in from your phone:
On Campus Dialing from your phone: **Press** the Messages button.
Then you will be asked to enter a (Pin) password. Use the default password/pin 13579
First Time Log-in from another phone on campus:
On Campus Dialing: Call the voice mail access number **1040.** You will be asked to
enter your ID. *(The ID number is your extension number.)*
When Attendant answers, **Press** * + your ID. *(example: *8888)*
Then you will be asked to enter a (Pin) password. Use the default password 13579

Off Campus Dialing: Call the voice mail system phone number 972-377-1040
When Attendant answers, **Press** * + your ID. *(example: *8888)*
 (The ID number is your assigned voice mail box number.)
Then you will be asked to enter a (Pin) password.

Initial Mailbox Enrollment Tutorial
Then logging in the first time, you will be prompted to record your name.
When prompted, speak your first and last name and then **Press** #.
If you like the recording, **Press** # to keep it. If you want to re-record your name, follow
the prompts to record again.
You will next be asked to record a greeting by **Pressing** 1.
At the prompt, record a greeting that tells callers whom they have reached. Have them
leave their name, phone number and when they can expect a call back or you can provide
an alternate contact number if desired **Press** # when you are done. If you want to re-
record your greeting, follow the prompts to record again.
You will next be asked to change your password.
Think of a new password that is 3 to 6 digits, non-repetitive and non-consecutive. At the
prompt enter the password and #.
Listen for confirmation before hanging up.

Logging into voice mail from a phone on campus (After initial tutorial)
Enter the voice mail access number **1040**.
Press * + your ID.(phone extension)
When prompted for your (Pin) password, enter your (Pin) password followed by #.

Logging into voice mail from an off-campus phone (After initial tutorial)
Enter the voice mail system phone number 972-377-1040 .
Press * + your ID.(phone extension)

When prompted for your password, enter your password followed by #.

To record a greeting
You can record only your Standard, and Alternate greetings by phone.
Log into voice mail and **Press** 411
    You can use these keys as you record
- **8** – pause or resume
- # - end recording
- * - cancel or backup

To enable or disable a greeting
You can enable or disable your alternate greeting by phone. When your alternate greeting is enable, it overrides all other greeting.
Log into your voice mail box and **Press** 4 for setup and **Press** 1 for greeting, after voice mail plays your current greeting. **Press** 2 to enable or disable your alternate greeting.

Express messaging
Press * plus extension number to go straight to that extension's voice mail box.

To Call Forward your phone to go directly to voice mail
Press the Call Forward soft key and enter 1040.
Or press the Call Forward soft key and then the Message button.
To cancel, press the Call Forward softkey.

For Call Forward Busy and Call Forward No Answer email or call the Help Desk at 6555 and submit a work request to have these forwards programmed for your phone.

To Transfer a call to a voice box
Press the Transfer soft key
Press "*" then extension you want to transfer too
Press Transfer again
Hang up

Cisco Voice Mail Quick Reference Guide

Main Menu/Subscriber Options

1.....Hear New Messages
2.....Send a Message
3.....Review Old Messages
4.....Setup Options
0.....Help
* .....Exit or Cancel
#.....Skip or Move Ahead

Shortcuts

4-1-1.... Change Greetings
4-1-2.... Change Call Transfer
4-2-1.... Change Message Notification
4-2-3.... Change Preferences
4-3-1.... Change Password (PIN)
4-3-2.... Change Recorded Name

During a Message

1.....Repeat
2.....Save
3.....Delete
4.....Slower playback
5.....Change Volume
6.....Faster playback
7.....Reverse
8.....Pause/Continue
9.....Fast Forward
0.....Help

* .....Exit or Cancel
#.....Skip/Move Ahead

After a Message

1 .... Repeat
2 .... Save
3 .... Delete
4 .... Reply
5 .... Forward Message
6 .... Mark as New
7 .... Reverse
8 .... (future)
9 .... Hear Summary
0 .... Help

*.......... Exit or Cancel
.... Skip/Move Ahead

Send a Message

First address and record then…
#.....Send the message
1.....Message Delivery Options
    1 .. Change Address
    2 .. Change Recording
    3 .. Set Special Delivery Request
    4 .. Play Message Summary
    9 .. Send Message

Go Into Setup Options (4)

1 .... Change Greetings or Train
2 .... Change Message Settings
3 .... Change Preferances
    1...Password
    2...Recorded Name