

Cisco Unity Voice Mail - Reference Guide

SETTING UP A NEW MAILBOX

1. From your desk phone, **press message** button
2. When prompted, enter your **PIN**
(The Default Pin is = **12345**), then **press #** To set up a new mailbox, you are automatically prompted to:
 - A. Set up a recorded name,
 - B. Record your personal greeting,
 - C. Change your PIN.
 - D. Change your directory listing status
 - E. Finishing Enrollment
3. **RECORD NAME:**
 - A. After the tone, **record your first and last name, and then press #.**
Your newly recorded name plays.
 - B. **Press #** to keep it, or press 1 to re-record.
4. **RECORD THE STANDARD GREETING:**

The system greeting plays.

 - A. To keep the system greeting **press #**
 - B. To record a personalized greeting, **press 1.**
 - C. At the tone, record your greeting, then **press #.**
Your newly recorded greeting plays.
 - D. **press #** to keep it **OR, press 1** to re-record your greeting.

5. **CHANGE PIN:**
 - A. Enter your **new PIN, then press #.**
Note PIN Criteria:
 - PIN length: Minimum of 6 Digits
 - No consecutive digits (1234 or 4321)
 - No single digit repeated (1111)
 - Not your extension number forward or backward
 - B. Confirm your new PIN: **Re-enter the new PIN and then press #.**
6. **DIRECTORY LISTING:**
 - A. You can be listed in the directory so callers can look you up by name and extension.
 - B. If you have the ability to change your status, the system will tell you. You will also be told if you are listed in the directory.
 - C. **To change listing status press 1. For help, press 2.**
7. **FINISHING ENROLLMENT:**
 - A. Once you have completed set-up, **wait** until you hear "**you have finished enrollment**" followed by the main menu options. *Wait for this prompt otherwise you will hear all the set-up options again the next time you access your mailbox.*
 - B. To **exit** voice mail, **press ***.

ACCESSING YOUR VOICEMAIL

Choose the appropriate method:

A. FROM YOUR DESK PHONE:

1. Press the **message** button
2. Enter your **PIN followed by #**
3. At main menu, follow the prompts

B. FROM SOMEONE ELSE'S DESK PHONE:

1. **Press** the **message** button, once answered, **immediately press ***
(Your ID = Your extension, See Sys Admin)
3. **Enter your PIN followed by #**
4. At Main Menu Follow Prompts

C. FROM OUTSIDE THE SYSTEM:

1. **Dial (626) 943-3000**
2. Once answered, **immediately Press ***
3. Enter your **ID followed by #**
(Your ID = Your extension)
4. Enter your **PIN followed by #**
5. At Main Menu Follow Prompts