Transferring a caller directly to a Voice Mailbox:

- a. With the caller on line, press the Trnsfer soft key.
- b. Press * + extension/voice mailbox number.
- c. Press Trnsfer soft key.

Directly calling a Voice Mailbox:

- a. Press * + extension/voice mailbox number.
- b. Record message.

Creating Private Lists Via the Phone:

- a. Login to voice mail
- b. Press 4 for Setup Options.
- c. Press 2 for Message Settings.
- d. Press 4 for Private Lists.
- e. Press **2** Change Private List Name.
- f. Choose a Private List from 1 20.
- g. Press ## to toggle between extension number / spelled name.
- h. Add list member's extension number followed by #
- i. When you are finished adding list members, press *
- Press 4 to record list name
- k. Record list name (i.e. Accounting) and press # to save
- I. Press * to exit



CISCO UNITY VOICE MAIL QUICK REFERENCE USER GUIDE

First Time Enrollment

- a. Enter default password: 12345
- b. Record your first and last name only.
- Record your standard greeting.
- d. Set your new password.

Logging Into Voice Mail:

If your voice mailbox extension and telephone extension number are the same:

- a. From your phone, press the *messages* button
- b. Enter your password, followed by #

If your voice mailbox extension number is not the same as the telephone extension you are using to check voice mail:

- a. Press the *messages* button or dial *your extension
- b. If you are prompted for a password, press: *
- c. When prompted for your ID, enter your voice mail ext., followed by #
- d. Enter your password, followed by #

Checking voice mail from outside the office:

Dial your direct or site main number:

- a. When voice mail answers, press * or
- b. When prompted for your ID, enter your voice mail extension, followed by #
- c. Enter your password, followed by #

Once you have signed into voicemail you will hear the following four prompts. If there are no new messages, the prompts will begin with

"To send a message, press 2." At anytime you may press '0' for Help.

New Messages: 2 Send A Message: = HELP 3 **Old Messages: Setup Options:**

or Old Messages **Playing New**

While listening to New or Old Msgs.:

- Restart Message
- Save
- Delete
- Slow Down
- 5 Volume Up/Down
- 6 Speed Up
- Rewind
- Pause/Continue
- Fast 9 Forward
- Exit
- Help
- Skip to end of message

After listening to New or Old Messages:

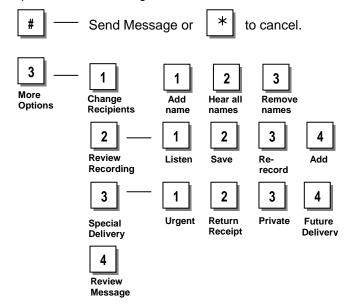
- Replay Message
- Save
- Delete
- Reply
- Forward
- Save as New
- Rewind
- 9 Date & Time Stamp
- Exit
- Help
- Skip to next message

Send A Message

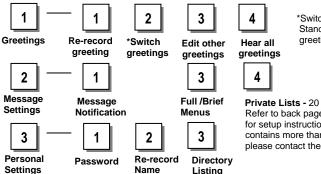
Address to message recipient(s) or private list(s).

2

- ##- switch between addressing by extension number or name.
- Press # to Record message.
- Options after recording:



Setup Options



*Switch between your Standard & Alternate

Private Lists - 20 lists/user Refer to back page of this user guide for setup instructions. If your list contains more than 25 members, please contact the IT Dept.