



ANGELO STATE UNIVERSITY UNITY VOICEMAIL USER GUIDE

LOG INTO YOUR MAILBOX

▶ From Your Own Extension

1. Press  the **MESSAGES** key
2. Enter **PASSWORD 54321**
3. Press **#**

▶ From Another Extension

1. Press  the **MESSAGES** key
2. Press *****
3. Enter **ID** (mailbox number)
4. Press **#**
5. Enter **PASSWORD**

▶ From An Outside Line

1. Dial the vm pilot number: **325-486-6100**
2. Press *****
3. Enter **ID** (mailbox number)
4. Press **#**
5. Enter **PASSWORD**

(voicemail pilot number – **(6100)**)

SETTING UP YOUR MAILBOX

To Set Up Your New Mailbox

1. Use instructions (above) to **LOG IN**.
2. Your temporary password will be **54321**

You will hear "Welcome to Unity". Unity's tutorial will play until you successfully complete the mailbox setup.

To Record Your Name

3. At the tone, "Say Your First And Last Name"
4. Press **#**
5. If you like the recording, press **#** to accept

To Record Your Standard Greeting

6. When prompted, press **1**
7. At the tone, "Record Your Greeting"
8. Press **#**
Note: To Erase and re-record, press 1
9. To **Accept**, press **#**

To Change Your Password

10. Enter your new **password**
11. Enter the new password **Again**

To Exit Mailbox Set-Up

When complete Cisco Unity will say: "You have finished Enrollment."

12. Press ***** to **Exit** setup and return to the main menu

PLAYING YOUR MESSAGES

To Listen to New or Existing Messages

Log on to voicemail

Press

- 1** to hear **New** messages
- 3** to review **Old** messages

While Listening to Current Message,

Press

- 1** to **Repeat** the message
- 2** to **Save** the message
- 3** to **Delete** the message
- 4** to **Slow Down** message playback
- 5** to Change the **Volume**
- 6** to **Speed Up** message playback
- 7** to **Backup** (7 seconds) in the current message
- 8** to **Pause** or to resume after a pause
- 9** to **Fast-Forward** (7 seconds) in the current message

After Hearing the Current Message,

Press

- 4** to **Reply** to the message
- 5** to **Forward** the message
- 6** to **Mark as a New** message
- 7** to **Skip** back into the message
- 9** to **Hear Summary**

SHORTCUTS

- *** to cancel or back up to a previous menu
- #** to skip or move ahead
- #** to skip a user's greeting
- ##** to switch between alpha & numeric

COMPOSING MESSAGES

To Record and Send an Internal Message

1. Log on to voicemail
2. Press **2**
3. Press **1** to add another *mailbox number*
4. Press **#** to **Record** message
Note: Press 8 to Pause or resume the recording
5. Press **#** to **End** the recording

Press 1 for Message Options, then press

- 4** to **Review** the message
- 2** to change the **Recording**
- 1** to change **Addressing**
- 3** to set **Special Delivery Option**

Special Delivery Option - PRESS:

- 1** to mark the message **Urgent**
- 2** for **Receipt Acknowledgment**
- 3** to mark the message **Private**

4 for Future Delivery

6. To **SEND**, press #

TRANSFER A CALLER TO VOICEMAIL

1. Press the **TRNSF...** softkey
2. Press *****
3. Enter the **MAILBOX** number
4. Press the **TRNSF...** softkey

FORWARDING YOUR CALLS TO VOICEMAIL

Forward Your Calls Directly into Your Mailbox

1. No dial tone. Press the **CFwdALL** softkey
2. Press the **MESSAGES** key

To Remove Call Forward:

- ▶ Press the **CFwdALL** softkey

CHANGING PERSONAL SETTINGS OR GREETINGS

To Change Your Password

1. Log on to voicemail
2. Press **4 - 3 - 1**
3. Enter **new password**
4. Press **#**
5. Enter **new password** again to confirm
6. Press **#**

To Re-Recorded Available Greetings

1. Log on to voicemail
2. Press **4 - 1 - 1**
3. Listen to current greeting
4. Press **1** to re-record your current greeting
5. Press **3** to record a **Different Greeting**
Note: Standard, Closed, or Alternate
6. Press **#** to end recording

To Enable or Disable a Greeting

1. Log on to voicemail
2. Press **4 - 1 - 1**
3. After Unity plays your current greeting, press **2** to enable or disable your alternate greeting. The alternate greeting becomes the default greeting.

To Change Your Recorded Name

1. Log on to voicemail
2. Press **4 - 3 - 2**
3. At the tone, "**Record Your Name**"

To Change Your Directory Listing Status

1. Log on to voicemail
2. Press **4 - 3 - 3**
3. Press **1** to **Change** your listing status
4. Press **#** to **Keep** your current status

To Change the Conversation Menus

1. Log on to voicemail
2. Press **4 - 2 - 3**
3. Press **1** to toggle between full and brief prompts

PRIVATE LISTS

To Create a Private List

1. Log on to voicemail
2. Press **4 - 2 - 4 - 2**
3. Choose a **Number of the List** from **(1 – 20)**
Note: Press # # to switch to number entries
4. Enter **Mailbox Number**, press **#**
5. Press **# Again**, after each entry to accept the entry
Note: Repeat steps 4 and 5 to add more names
6. Press ***** to **complete** the Private List
7. Press **4** to record **Name (i.e. Sales Dept)**
8. **Record** the name at the tone
9. Press **#** to **End** the recording
10. Press ***** to **Keep** the list name
11. Press *** * * *** to **Exit** to the main menu

To Change the Members of a Private List

1. Log on to voicemail
2. Press **4 - 2 - 4 - 2**
3. Enter the **Number of the List** you wish to add or change **(1-20)**
4. After Unity plays the List Name Itself, you may:
 - ▶ Press **1** to **Add** a name (*mailbox or member*)
 - ▶ Press **2** to **Hear** the names (*mailboxes or members*) in the list
 - ▶ Press **3** to **Remove** the name (*mailbox or member*) from the list
5. Press *** * * *** to **Exit** to the main menu

To Change the Private List Name Itself

1. Log on to voicemail
2. Press **4 - 2 - 4 - 2**
3. Enter the **Number of the List** whose name you wish to change **(1-20)**
4. Press **4** to **Record** the list name, then press **#**
5. Press ***** to keep the name you just recorded
6. Press *** * * *** to **Exit** to the main menu

SEND A MESSAGE TO PRIVATE LIST

Send a Message To The MEMBERS of your List:

1. Log on to voicemail
2. Press **2** to **Send** a message
Note: Press # # to switch to number entries
3. Enter the **Private List Number (when prompted to enter a mailbox number)**
4. **#** after entering the List number
5. **#** to accept the number you just entered
6. **#** when you are done entering List and or Mailbox numbers
7. **Record** your message
8. Press **#** to **End** the recording
9. Press **#** to **Send**
10. Press ***** to **Exit** to the main menu