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
j. Press **4** to record list name
k. **Record list name** (i.e. Accounting) and press **#** to save

CISCO UNITY VOICE MAIL
QUICK REFERENCE
USER GUIDE

First Time Enrollment

a. **Enter default password: 12345**
b. Record your first and last name only.
c. 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   <u>or</u>
b. When prompted for your ID, enter your **voice mail extension**, followed by **#**
c. Enter your password, followed by **#**

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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:	**1**		
Send A Message:	**2**	**0** = **HELP**	
Old Messages:	**3**		
Setup Options:	**4**		

Playing New **1** or Old Messages **3** :

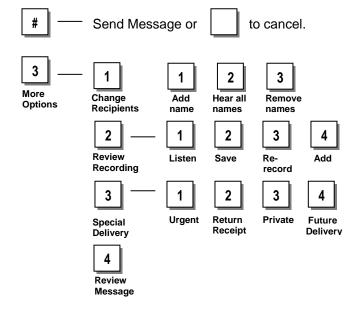| **While** listening to New or Old Msgs.:	**After** listening to New or Old Messages:
1 Restart Message	**1** Replay Message
2 Save	**2** Save
3 Delete	**3** Delete
4 Slow Down	**4** Reply
5 Volume Up/Down	**5** Forward
6 Speed Up	**6** Save as New
7 Rewind	**7** Rewind
8 Pause/Continue	**9** Date & Time Stamp
9 Fast Forward	☐ Exit
☐ Exit	**0** Help
0 Help	**#** Skip to next message
# Skip to end of message	

Send A Message **2**

Address to message recipient(s) or private list(s).
 # # - switch between addressing by extension number or name.
Press **#** to Record message.
Options after recording:

—— Send Message or ☐ to cancel.

3 More Options	**1** Change Recipients	**1** Add name	**2** Hear all names	**3** Remove names
	2 Review Recording	**1** Listen	**2** Save	**3** Re-record / **4** Add
	3 Special Delivery	**1** Urgent	**2** Return Receipt	**3** Private / **4** Future Delivery
	4 Review Message			

Setup Options **4**

1 Greetings	**1** Re-record greeting	**2** *Switch greetings	**3** Edit other greetings	**4** Hear all greetings	*Switch between your Standard & Alternate greeting.
2 Message Settings	**1** Message Notification		**3** Full /Brief Menus	**4** 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.	
3 Personal Settings	**1** Password	**2** Re-record Name	**3** Directory Listing		