

# University of Puget Sound Voicemail User Guide

*(Use These Keys Anytime During any Changes)*

**\* Cancel or back-up**

**# Skip or move ahead**

## FIRST TIME YOU LOG IN

To Configure Cisco Unity:

**Step 1** Press the **Messages** button.

**Step 2** Enter a PIN (password). (If you do not have a PIN send a request to the Service Desk)

**Step 3** Please follow system instructions for the following:

- Record your name
- Set up a new PIN (password)
- Record your greeting
- WAIT until you hear "You Have Finished Enrollment" then hang up

## TO CHECK MESSAGES FROM YOUR TELEPHONE:

**Step 1** Press the **Messages** button and log on.

**Step 2** Press **1** to hear new messages, or press **3** to review old messages.

**Step 3** Use the following keys to manage your messages and to control playback.

## USE THESE KEYS DURING A MESSAGE

<b>1</b> Repeat	<b>2</b> Save
<b>5</b> Forward message	<b>7</b> Skip back
<b>3</b> Delete	<b>0</b> For help
<b>9</b> For Message Properties	<b>*</b> Cancel message playback

## USE THESE KEYS AFTER A MESSAGE

<b>1</b> Repeat	<b>2</b> Save
<b>5</b> Forward message	<b>6</b> Mark it new
<b>7</b> Skip back	<b>3</b> Delete
<b>9</b> For Message Properties	<b>0</b> For help
<b>*</b> Cancel message playback	

## TO CHECK MESSAGES FROM OUTSIDE THE OFFICE:

**Step 1** Dial your phone number (Example: 253-879-1234)

**Step 2** When the greeting begins to play, Press **\***

**Step 3** Enter your ID (4-digit extension or mailbox number), then press **#**.

**Step 4** Enter your PIN (password) then Press **#**

## TO CHANGE YOUR PIN (PASSWORD):

**Step 1** Press the **Messages** button and log on.

**Step 2** Press **4 >3 >1**.

**Step 3** Enter a new PIN (password) and press **#**.

**Step 4** Enter the new PIN (password) again to confirm it and press **#**.

## TO CHANGE YOUR RECORDED NAME:

**Step 1** Press the **Messages** button and log on.

**Step 2** Press **4 >3 >2**.

**Step 3** At the tone, record your name, press **#** to end recording or press **\*** to keep the current recording.

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### TO RECORD A GREETING:

**Step 1** Press the **Messages** button and log on.

**Step 2** Press **4>1>1**.

**Step 3** After Cisco Unity plays your current greeting, press **1** to re-record it, or press **3** to record a different greeting, choose the greeting, and then rerecord it.

### TO ENABLE OR DISABLE A GREETING:

*(You can enable or disable only your alternate greeting by phone.)*

**Step 1** Press the **Messages** button and log on.

**Step 2** Press **4 >1 >1**.

**Step 3** After Cisco Unity plays your current greeting, press **2** to enable or disable your alternate greeting.

**Note:** When your alternate greeting is enabled, it overrides all other greetings.

### TO REPLY TO A MESSAGE:

**Step 1** After listening to the message, press **4**.

**Step 2** Record your reply.

**Step 3** Press **#** to send the reply, or press **1** for message options. Message Options are the same as above.

**Step 4** Follow the Cisco Unity conversation to handle the original message.

### TO FORWARD A MESSAGE:

**Step 1** After listening to the message, press **5**.

**Step 2** Follow the Cisco Unity conversation to address the forwarded message.

**Step 3** Press **#** to forward the message as is, or press **2** to record an introduction, or press **3** for message options.

**Step 4** Press **#** to forward the message as is, or press **1** for message options. Message Options are the same as above.

### TO SAVE A MESSAGE:

**Step 1** After listening to the message, press **2**

### TO DELETE A MESSAGE:

**Step 1** After listening to the message, press **3**

*\*Deleted messages are still recoverable and stored in your voicemail. Permanently delete messages to recover space on your voicemail box.*

### TO PERMANENTLY DELETE MESSAGES:

*(Permanently deleting voicemails make them unrecoverable but free up space on your voicemail box):*

**Step 1** Press the Messages button and log on

**Step 2** Press **3>2>2>1>1**