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Voicemail Setup Guide

Cisco Unity Connection Voicemail
Version 8.6

May 9, 2012

When to use this guide:

- To set up a new voicemail account (first time access)
- As a quick reference for changing your voicemail PIN

First Time Access – Setup Your Unity Voicemail User Account

Your telephone administrator arranges for your office telephone service, including your Unity Connection voicemail box.

There are two general ways your voicemail can be set up:

1. Standalone – use only telephone key commands to interact with voice messages. Your voice messages are available only through telephone menus.
2. Synchronized – your Outlook email and Unity voicemail communicate and synchronize.

   Not sure which way you're set up? Consult your administrator.

Voicemail that is synchronized with Outlook email provides enhanced messaging options. The synchronized message box gives you telephone access to your email and calendar through your voicemail, and allows you to access voicemail messages through your email.

Before you are authorized to access voicemail, you will set up a PIN and perform other enrollment tasks by calling into the system. You are prompted through a brief setup process in three actions.

Record Your Name and Greeting	
Step 1	From your own phone, press the **Messages** button. ➢ TIP: Make sure to obtain your default PIN from your administrator before calling in for setup.
Step 2	Enter the default PIN (from your administrator), and press **#**.
Step 3	Respond as prompted to: • Record your name • Record a personal greeting

Note: to reach voicemail from a phone other than your own desk phone, including for the first-time setup of your new account, please consult the Command reference or At-A-Glance diagram.

Next you are prompted to set up a PIN.

Set your PIN	
Step 1	After recording your name and greeting, you're prompted to set up a PIN. ➢ TIP: The PIN should be easy for you to remember but hard for others to guess. PIN requirements: • Minimum of 6 digits, maximum of 24 • Not the same as previous 12 PINs • Not all the same digits (for example, 99999) • Do not use same digit more than two times consecutively (for example, 99918). • Not consecutive digits (for example, 12345) • Not the same as your extension, nor does it spell your name • Must contain at least three different digits • No repeated groups of three or more digits (for example, 9195919)
Step 2	Set the PIN following the prompts, and press # to accept.

You have now completed the enrollment to your new Unity voicemail box.

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Speech Recognition or Phone Key Commands – Your Choice

This option may not be available to all users.

You can choose spoken commands –or– enter commands by pressing the phone keys.

Use phone keys to enter commands:
The system accepts phone key entry for all commands.

To switch between voice/key commands, say or press [9].

Use the Messaging Assistant website to permanently select touchtone or speech recognition commands.

The Messaging Assistant website may not be available to all users.

Retrieve:

[1] New Messages

[3] [1] Retrieve Old Messages

Old Message Options
[1] Saved Messages
[2] [1] Review Deleted Messages
[1] Erase Messages

During message:

[1]	Rewind	[6]	Fast playback
[2]	Pause/resume	[6] [6]	Faster playback
[3]	Fast-forward		
[3] [3]	Fast-forward to end	[#]	Skip message
[4]	Slow playback	[#] [#]	Skip to end
[4] [4]	Slower playback		
[5]	Play message properties		

After message:

[1]	Skip back	[8]	Reply
[4]	Replay message	[8] [2]	Reply to all
[5]	Play message properties	[8] [8]	Call subscriber
[6]	Forward message	[9]	Save
[7]	Delete	[#]	Save as is

[2] Send a Message

Record message
Enter message destination- 10 digits [#] then:

[#] Accept destination
[✱] Cancel destination
[#] Send now
Message options

[9] [1] Add name
[1] Urgent
[2] Return receipt
[3] Private
[4] Future delivery
[5] Review recording
[6] Re-record
[7] Add to recording

[#] Send
[0] Help

[9] [2] Hear and remove all names   [9] [5] Send copy to self

[4] Setup Options

[1] Greetings

[1] Record this greeting   [2] Turn on/off alternate greeting   [3] Edit other greeting   [4] Hear all greetings

[2] Message settings

[1] Change message notification

[1] Pager   [2] Home phone   [3] Work phone   [4] Mobile phone

[3] Change menu type

[1] Select full or brief menus

[4] Edit private lists

[1] Hear lists   [2] Change names on list

[3] Preferences

[1] Change PIN
[2] Change recorded name
[3] Change directory listing

[4] Call transfer

[5] Alternate contact numbers (ø out, etc.)

[1] Switch between transferring call to extension or voice mail   [2] Alternate Extension   [3] Closed

Access Your Voice Mailbox:

From your assigned phone:
Press *messages* button – enter PIN [#]

Not at your assigned phone – two ways:

1. Call your telephone number:
When hear your greeting, press [9] and enter PIN [#]

2. Call 651-201-0999 (Cluster 1 only):
Press [✱]
Enter your ID (10-digit phone no.) [#]
Enter PIN [#]

[6] Calendar *

[1] Hear calendar for today
[2] Hear for tomorrow
[3] Hear for a selected day

[4] [1] Accept
[4] [2] Decline

[1] Repeat   [2] Details   [5] List Participants   [6][1] Send Message to Organizer [6][2] Send Message to Participants [7] Previous [9] Skip to next

* Calendar and External Messages options may not be available to all users.

[7] External Messages *

[1] New Email Messages
[3] Old Email Messages

[1] Repeat   [3] [3] Fast forward to end   [7] Delete   [9] Save   [9][9] Mark new

Use Keys Anytime

[0] Help

[✱] Cancel or back up

Version 3-18-12

QUICK REFERENCE: Voicemail Commands

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Use the quick references shown here to help you navigate quickly through voicemail options.

LISTEN TO YOUR VOICEMAIL

From your office phone
Press the Messages button. Enter your PIN and #.

From any phone (two options)
Option 1: Call your phone number. When you hear the greeting, press 9. Enter your PIN, #.

Option 2: Call 651-201-0999. Press *. Enter your ID (your 10-digit phone number) and [#]. Enter your PIN and #.

USE SPOKEN OR KEY COMMANDS*

This feature is available only for some users*.

- You can choose spoken commands or enter commands by pressing the phone keys.
- To switch between voice/key commands, say or press **9**.

USE THESE KEYS ANYTIME

0	**Help**
✱	**Cancel or back up**

NEED HELP?
Contact your telephone administrator or local help desk.

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1 RETRIEVE A MESSAGE Choose options:

During message:		After message:	
1	Rewind	1	Skip back
2	Pause/resume	4	Replay message
3	Fast-fwd	5	Play message
3,3	Fast-fwd to end		properties
4	Slow playback	6	Forward message
4,4	Slower playback	7	Delete
5	Play message properties	8	Reply
6	Fast playback	8,2	Reply to all
6,6	Faster playback	8,8	Call subscriber
#	Skip message	9	Save
##	Skip to end	#	Save as is

3,1 Retrieve Saved Messages
2,1	Review deleted messages
1	Erase messages

2 SEND A MESSAGE

Record your message.
Enter the 10-digit destination phone number, then choose from the following options.

#	Send now/accept destination
✱	Cancel destination

Message options
9,1	Add name	5	Review recording
1	Mark as urgent	6	Re-record
2	Return receipt	7	Add to recording
3	Private	9, 2	Hear and remove all names
4	Future delivery	9, 5	Send copy to self
		#	Send

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4 SETUP OPTIONS

1 Greetings:
1	**Record this greeting**	**3**	**Edit other greeting**
2	**Turn on/off alt. greeting**	**4**	**Hear all greetings**

2 Message settings:
1	**Change message notification**
	1 Pager
	2 Home phone
	3 Work phone
	4 Mobile phone
3	**Change menu type**
	1 Select full or brief menu
4	**Edit private lists**
	1 Hear lists
	2 Change names on list

3 Preferences
1	**Change PIN**
2	**Change recorded name**
3	**Change directory listing**

4 Call transfer
1	Switch between transferring call to ext. or voicemail
2	Alternate extension
3	Closed

5 Forward to another number
(alternate contact numbers, zero-out, etc.)

6 Calendar (May not be available for all users.*)

1 Today's calendar	**3 Selected day**
4,1 Accept	1 Repeat
4,2 Decline	2 Details
2 Tomorrow's calendar	5 List Participants
4,1 Accept	6,1 Send message to organizer
4,2 Decline	6,2 Send message to participants
	7 Previous
	9 Skip to next

7 External messages (May not be available*)
1	New emails
2	Old emails

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*These features may be available for only some users: if you have questions, please contact your telephone administrator or your local help desk.