

## MAIN MENU and SHORTCUTS

### Before message begins

Key	Action
1	Hear New Message
2	Send a Message
3	Review old Message
31	Review saved messages
32	Review deleted messages
4	Change Setup Options
41	Change Greetings
412	Turn on/off Alternate Greeting
421	Change message notification
431	Change Password
432	Change Recorded name

## MESSAGE REVIEW

### While message is playing

Key	Action
1	Restart Message
15	Play message properties
2	Save
3	Delete Message
4	Reply
5	Forward Message
6	Skip message, save or restore as new
64	Slow Playback
66	Fast Playback
7	Rewind message (3 seconds)
8	Pause/Resume
9	Fast Forward
#	Skip to end of Message
##	Skip message, save as is

### After message plays

Key	Action
1	Replay Message
2	Save / Restore as Saved Message
3	Delete Message
4	Reply to Message
5	Forward Message
6	Save Message as New/Restore as New
7	Rewind message
15	Play message properties
#	Skip message, save as is

## SENDING MESSAGES

### After listening to a message

- Press 2 to Send a Message
- Follow prompts to address message (Press 1 after addressing to enter additional mailboxes)
- Press # Record Message
- Press # to end recording
- Press 1 for Delivery Options, then press 3 to mark message for:
  - 1 - Urgent
  - 2 - Return Receipt
  - 3 - Private
  - 4 - Future Delivery

## Cisco Unity Connection Quick Reference Guide



## SETTING UP YOUR VOICEMAIL BOX

From a Cisco phone

- Press **Messages** Button
- Press **\*** when voicemail answers
- Enter the **Default Password 1234 #**
- Follow the prompts to:
- Record first and last name (press # to end recording)
- Record a greeting, according to FRH guidelines and policy (press # to end recording)
- Enter your **New Password** (minimum of 4 digits)

Set up is complete when voicemail announces:  
“Your Voice Mail Box is now set-up”

## ACCESSING VOICEMAIL

From Your Own Extension

- Press **Messages** Button
- Enter password, then #

From another Cisco phone

- Press **Messages** Button
- Press **\*** when voicemail answers
- Enter ID (Extension Number), then #
- Enter password, then #

From Off-Site

- Dial **XXX-XXXX**
- Enter ID (Extension Number), then #
- Enter password, then #

## DIRECT TRANSFER TO VOICEMAIL

- With call in progress, press **Transfer** soft key, Dial **\*** followed by the **Extension Number**
- Press **Transfer** soft key to complete transfer
- *Be sure to press the second Transfer quickly to release the call.*

## SET UP A NOTIFICATION DEVICE

You can receive a notification call to any specified device when you receive a new voice message.

To set up, once you have accessed voicemail

- Press **4** for Setup Options
- Press **2** for Message Settings
- Press **1** for Message Notifications
- Select Device
  - 1 - Pager
  - 2 - Home
  - 3 - Work
  - 4 - Spare
- Press **1** to turn on Notification
- Follow the prompts to set up a notification device phone number.

*Note: Enter the phone number with any access codes or long distance codes. (i.e. If you dial 9, to dial out and you want to notify 415-555-1234, you will enter the number as 914155551234)*

## TURN ON A NOTIFICATION DEVICE

Once you have accessed voicemail

- Press **4** for Setup Options
- Press **2** for Message Settings
- Press **1** for Message Notifications
- Select Notification Device
  - 1 - Pager
  - 2 - Home
  - 3 - Work
  - 4 - Spare
- Press **1** to turn device on

## TURN OFF A NOTIFICATION DEVICE

Once you have accessed voicemail

- Press **4** for Setup Options
- Press **2** for Message Settings
- Press **1** for Message Notifications
- Select Notification Device
  - 1 - Pager
  - 2 - Home
  - 3 - Work
  - 4 - Spare
- Press **1** to turn device off

## CREATE AN ALTERNATE GREETING

Once you have accessed voicemail

- Press **4** for Setup Options
- Press **1** for Greetings
- Press **3** to edit other greetings
- Press **3** to select Alternate Greeting
- Press **1** to record, and **#** to end your recording. (you will have the option to review and rerecord)

Press **3** to turn on your alternate greeting at this time or press **\*** to return to the previous menu or just hang up if you are finished.

## TURN ON YOUR ALTERNATE GREETING

Once you have accessed voicemail

- Press **4** for Setup Options
- Press **1** for Greetings
- Press **2** to set Alternate Greeting
- Press **1** to set end date (follow prompts to set an end date) or select **2** for no end date

Your alternate greeting is now turned on. Press **\*** to return to the previous menu or just hang up if you are finished.

## TURN OFF YOUR ALTERNATE GREETING

Once you have accessed voicemail

- Press **4** for Setup Options
- Press **1** for Greetings
- Press **2** to turn off Alternate Greeting

Your alternate greeting is now turned off. Press **\*** to return to the previous menu or just hang up if you are finished.

## SHORTCUTS

At anytime to bypass someone's voicemail greeting, press #

Return to Menu & Exit Voicemail

- **\*** - Cancel action or back up a menu
- **#** - Skip or move ahead