


South Florida Community College

Cisco Unity Voice Mail

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ACCESSING VOICEMAIL

The red light on your telephone handset lights up when you have a new voicemail message. At the bottom of your telephone display, you will see the number of new messages you have received.

- To access the voicemail system, press the **Messages**. 
- For external access to the voicemail system, dial your personal DID (private) number.

SETTING UP YOUR MAILBOX

Each user will be required to setup their mailbox. We will complete the following steps:

- Login and set a new password
- Record your name
- Record your standard greeting
- Setup your directory listing


SETTING UP YOUR MAILBOX

Use These Keys Anytime During any Changes


* = Cancel or back up

= Skip or move ahead


Logging on to Cisco Unity the first time:

-  Press the **Messages** button .
- If you dialed from someone else's phone, press * when Cisco Unity answers.
- Enter your **ID#** (same as extension #), if required, then press **#**.
- Enter the default password (1234#).


To Set/Change Your Password:

-  Press the **Messages** button and log on.
- Press **4 > 3 > 1**.
- Enter your new password (**# digits**) and press **#**.
- Enter the new password again to confirm it and press **#**.

To Record Your Name:

-  Press the **Messages** button and log on.
- Press **4 > 3 > 2**.
- At the tone, **record your name**, or press * to keep the current recording.

To Set/Change Your Directory Listing Status:

-  Press the **Messages** button and log on.
- Press **4 > 3 > 3**.
- Press **1** to set/change your listing status, or press **#** to keep your current listing status.

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Use These Keys as You Record


8 = Pause or resume

= End recording

To Record Your Greeting: (There are two types of greetings: **Primary** and **Alternate**)

- ☒  Press the **Messages** button and log on.
- ☒ Press **4 > 1 > 1**.
- ☒ After Cisco Unity plays your current greeting, press **1** to rerecord it, or press **3** to record a different greeting.


To Enable or Disable a Greeting: (You can enable or disable **only your alternate greeting**.)

- ☒  Press the **Messages** button and log on.
- ☒ Press **4 > 1 > 1**.
- ☒ 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.

USING YOUR MAILBOX

To Check Messages:

- ☒  Press the **Messages** button and log on.
- ☒ Press **1** to hear new messages, or press **3** to review old messages.
- ☒ Use the following keys to manage your messages and to control playback.

Use These Keys While Listening to a Message

1 = Restart Message
2 = Save
3 = Delete

5 = Change Volume

7 = Rewind, Small
8 = Pause or Resume
9 = Fast-forward to end

Use These Keys After Listening to a Message

1 = Replay Message
2 = Save
3 = Delete
4 = Reply
5 = Forward Message
6 = Save as Unheard
7 = Rewind, Small


9 = Play Message Summary

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To Send a Voice Message:

-  Press the **Messages** button and log on.
- Press **2**.
- Follow the Cisco Unity instructions to address the message.
- Press **#** to record the message, or press **1** to add another name or list.
- Press **#** to send the message, or press **1** for message options.

Message Options

- 1 = Change addressing**
- 2 = Change recording**
- 3 = Set special delivery**
- 4 = Review message**

To Reply to a Message:

- After listening to the message, press **4**.
- Record your reply.
- Press **#** to send the reply, or press **1** for message options.

NOTE: Message Options are the same as above.

- Follow the Cisco Unity instructions to handle the original message.


To Forward a Message:

- After listening to the message, press **5**.
- Follow the Cisco Unity instructions to address the forwarded message.
- Press **#** to forward the message as is, or press **2** to record an introduction, or press **3** for message options.

NOTE: Message Options are the same as above.


- Follow the Cisco Unity instructions to handle the original message.

To Change Your Recorded Name:

-  Press the **Messages** button and log on.
- Press **4>3>2**
- At the tone, **record your name**, or press ***** to keep the current recording.

NOTE: Press 8 to pause or resume. Press # to end recording

To Change Your Password

-  Press the **Messages** button and log on.
- Press **4>3>1**
- Enter a new password and press **#**
- Enter the new password again to confirm it and press **#**

If you have any questions or need further assistance, please call the Sprint Help Desk at 4357

