

1. First Time Set Up:

- Access the Messages option
- When prompted, enter default password 12345#
- User will be guided through set up of greeting
- To finish, change password

2. Accessing Messages by Phone:

- Press Messages button directly on phone, OR
- Dial either internal or external number
Internal: **Your extension or mailbox #**
External: **Main Number**
Enter ID (usually extension number), press #
- Enter password, press #

3. Accessing Messages in Microsoft Outlook:

- As messages are left in voicemail, they will also appear in a separate voicemail folder in user's Outlook.
- Login to Microsoft Outlook
- Open voicemail folder
- Double click on attached Wav File, message will play
- Message can be treated as normal e-mail message, i.e. can forward, delete, reply, etc.
- Note: Actions performed in Inbox will reflect on phone as well, i.e. if deleted from Inbox, the message will also be deleted from phone

Cisco Unity Unified Messaging VM Quick Reference Guide

Remove Name

Message Options

Add Name
Send Now

Private

Return Receipt

Add to Recording

Rerecord

Save Recording

Add Name
Hear All Names

Urgent
Hear Recording
Send
Review Message
Set Special Delivery
Change Recording

Change Address

Send

Send a Message

From a Specific Outside
Caller
From All Outside Callers
From Another User

Address and Record Message

Find Messages

**Find Voice
Messages**
After Message

Save as Is
Forward Message
Rewind Message
Save/Restore as New Message
Message Properties
Save/Restore as a Saved Message
Delete
Call the User
Reply to All
Reply
Replay Message

During Message

Skip Message,
save as is
Rewind Message
Fast-Forward
Pause/Resume
Fast Forward to End
Save
Delete
Fast Playback
Change Volume
Slow Playback
Restart Message

Deleted
Saved
New
Retrieve Messages
Cancel or
Back up
Help

Use These Keys Anytime

Change Listing Status

Spare Phone
Work Phone

Home Phone
Change Names on a List

Hear Lists
Select full or brief Menu
Pager

Edit Private Lists
Change Menu Type
Change Message Notification

Change Directory Listing
Change Recorded Name
Change Password

Hear All Greetings

Edit Other Greetings

Turn on/off Alternate Greeting

Record this Greeting

Transfer Settings
Personal Settings
Message Settings
Greetings

Setup Options

Change Preferences

Additional Voice Mail Features

1. Managing Multiple Voice Mail Greetings:

1. Current Greeting
2. Closed Greeting
3. Alternate Greeting
4. Busy Greeting
5. Internal Greeting
 - Call into Voice Mail
 - Press # 4 for Set Up Options
 - Press # 1 for Greetings
 - Press # 3 to Edit Other Greetings
 - Press number that corresponds with Greeting you would like to edit
 - Press # 1 to record chosen greeting, OR
 - Press # 2 to enable system greeting
 - Then Press # 3 to turn it on
 - Then Press # 1 to set an End Date, OR
 - Press # 2 for No End Date
 - Enter Date Criteria if applicable
 - You will then be returned to the menu that allows for the greeting to be turned off
 - Press* to Exit, changes will be saved

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