

Napa Valley College

Cisco Unity Voice Mail User Guide



Cisco Unity Voice Mail

Enroll as a Subscriber

- Step 1** Press the **Messages** button to call Cisco Unity from your desk phone.
- Step 2** Enter the default password that was given to you and press the # key.
- Step 3** Follow the prompts to complete the setup process. You will be asked to set a recorded name, a standard greeting, and a new password.

Note: If you hang up before you have completely enrolled, none of your changes are saved.

Checking Messages

To Check Messages

- Step 1** Press the **Messages** button to call Cisco Unity from your desk phone and enter your password when prompted.

Note: To access voicemail from an external number, first dial your direct number.

When your greeting answers, press the * (star) key then you will be prompted to enter your ID (your extension number) followed by # (pound) then you will be prompted to enter your PIN followed by # (pound).

- Step 2** From the Main menu, choose the applicable menu option: **Play New Messages** or **Review Old Messages**.
- Step 3** Follow the prompts to listen to and manage your messages.

Sending Messages

When you send a message, Cisco Unity sends the message to your intended recipients without ringing their extensions. You can address a message to more than one recipient at a time. You address a message by using the phone keypad to either spell the subscriber name or to enter the extension of the subscriber.

To send a message to another extension

Step 1 Log on to Cisco Unity.

Step 2 From the Main menu, choose the menu option **Send Message**.

Step 3 Follow the prompts to record, address, and send the voice message.



Tip Press ## to switch between spelling and number entry.



Tip If you are using the Streamlined Send menu, use the "skip and scan" method of reviewing and selecting recipients from lists. Press # to select a recipient from a list; press 7 to skip to the previous name and 9 to skip to the next name; and press 77 to skip to the beginning of a list and 99 to skip to the end of a list.

Replying to Messages

Follow the procedure in this section to reply to any message from another subscriber. You can respond to just the sender, and you can add recipients. You can also respond to nondelivery receipts (NDRs) by resending the original message.

To reply to a message

Step 1 After listening to a message, choose the menu option **Reply**

Step 2 Follow the prompts to record your reply, to add recipients (if applicable), and to send it.



Tip Press ## to switch between spelling and number entry.

Step 3 Follow the prompts to handle the original message to which you just replied.

*Note: You cannot reply to voice messages from an unidentified caller. An unidentified caller is an **outside caller** (someone who is not a Cisco Unity subscriber) or a subscriber who did not log on to Cisco Unity before leaving the message.*

Forwarding Messages

Messages marked private cannot be forwarded by phone. This includes any voice message that you or another Cisco Unity subscriber marked private.

To Forward a message

- Step 1** After listening to the message, choose the menu option **Forward**.
- Step 2** Follow the prompts to address the forwarded message to one or more recipients, to record an introduction (if applicable), and to send the forwarded message.
- Step 3** Follow the prompts to handle the original message that you just forwarded.

Changing your Recorded Name

Your recorded name plays with messages that you leave for other subscribers and identifies you in directory assistance. It also plays with any of your greetings that use system default recordings instead of your own recordings.

To change your Recorded Name

- Step 1** Log on to Cisco Unity.
- Step 2** From the Main menu, choose the options **Setup Options > Personal Settings > Change Recorded Name**.
- Step 3** Follow the prompts to record your name or a short message.

Changing your Phone Password

- Step 1** Log on to Cisco Unity.
- Step 2** From the Main menu, choose the options **Setup Options > Personal Settings > Change Password**.
- Step 3** From the Main menu, choose the options **Setup Options > Personal Settings > Change Password**.

Changing your Personal Greeting

Cisco Unity allows you to record up to *five* personal greetings. You can enable as many greetings as you want, and you can specify how long you want a greeting enabled. The available greetings are listed below:

Standard Greeting	Cisco Unity prompts you to record the standard greeting when you enroll as a subscriber. (For example, "I am away from my desk right now...")
Alternate Greeting	Enable this greeting to play during a specific time period when you want to indicate special circumstances, such as when you are on vacation. (For example, "I will be out of the office until....") As long as it is enabled, the alternate greeting overrides all other greetings.
Closed (Off Hours) Greeting	Enable this greeting if you want Cisco Unity to play a special greeting during the nonwork hours that your Cisco Unity administrator specified for your organization. (For example, "Sorry, I am not available to answer your call. Company office hours are...") As long as it is enabled, the closed greeting overrides the standard greeting during nonbusiness hours.
Internal Greeting	Enable this greeting to provide information that coworkers need to know. (For example, "I will be in conference room B until noon today....") As long as it is enabled, the internal greeting overrides the standard and off-hours greetings, and plays only to callers within your organization when you do not answer your phone.
Busy Greeting	Enable this greeting to indicate when you are on the phone. (For example, "I am currently on another line, please leave a message....") As long as it is enabled, the busy greeting overrides the standard, closed, and internal greetings when your phone is busy.

Note: There are two types of greetings, your recorded greeting or a system greeting; the system greeting plays a prerecorded greeting along with your recorded name (for example, "Sorry, <your name> is not available"). If you do not have a recorded name, Cisco Unity plays your extension instead. When a greeting is enabled but not recorded, Cisco Unity plays a prerecorded system greeting.

To Rerecord your current Greeting

Step 1 Log on to Cisco Unity.

Step 2 From the Main menu, choose the options **Setup Options > Greetings**.

Step 3 After Cisco Unity plays your current greeting, follow the prompts to rerecord it.



Tip If you do not want to hear the greeting, press # to skip it.

To Record another Greeting

- Step 1** Log on to Cisco Unity.
- Step 2** From the Main menu, choose the options **Setup Options > Greetings**.
- Step 3** Press **#** to skip hearing your current greeting.
- Step 4** Choose the **Edit Other Greetings** option, then choose the greeting you want to record.
- Step 5** After Cisco Unity plays the greeting, follow the prompts to record it.



Tip If you do not want to hear the greeting, press **#** to skip it.

To Enable or Disable Your Alternate Greeting

- Step 1** Call and log on to Cisco Unity.
- Step 2** From the Main menu, choose the options **Setup Options > Greetings**.
- Step 3** Press **#** to skip hearing your current greeting.
- Step 4** Choose the **Alternate Greeting** option to enable or disable the greeting. (When your alternate greeting is enabled, choosing the option disables it; when it is disabled, choosing the option enables it.)
- Step 5** If you enabled your alternate greeting, choose the applicable option:

End Date	To specify when you want Cisco Unity to disable your alternate greeting. When Cisco Unity prompts you to enter a time of day, enter it by using either the 12- or 24-hour clock format.
No End Date	To enable your alternate greeting indefinitely.