

ACCESSING UNITY

1. From your desk phone, press the "messages" button.

From another phone within MCC, dial "8300".

From outside MCC, dial "292-8300".

2. If you are calling from another phone within your organization or from outside your organization, press * when Unity Voicemail answers.
3. If prompted, enter your Cisco Unity ID (usually your desk phone extension), and press #.
4. Enter your PIN, and press #.

INITIAL MAILBOX SETUP

After following the steps in the section titled "Accessing Unity":

- Enter a default pin number of "1234".
- Follow prompts to set up a recorded name, greeting, and change pin #. To exit the initial setup menu, press *.

PLAYING MESSAGES

While listening to the Main Menu:

- Press 1 to listen to new messages.
- Press 3 to listen to old messages, then:
 - Press 1 to listen to saved messages.
 - Press 2 to listen to deleted messages.

During message playback, you can:

- Press 1 - Repeat summary.
- Press 2 - Save message.
- Press 3 - Delete message.
- Press 5 - Forward message.
- Press 6 - Mark unread.
- Press 8 - Pause playback.
- Press 7 - Skip back.
- Press 9 - Message properties.
- Press # - Skip message.
- Press * - Cancel menu.

TECHNICAL SUPPORT

Forgot your PIN?

TIP: If you forget your PIN, sign in to the Cisco Personal Communications Assistant and browse to the Personal Preferences page in the Messaging Assistant to change it.

The Cisco PCA URL is:

myvoicemail.monroec.edu/ciscopca

- Select "Messaging Assistant".
- Select "Change Pin" from the "Passwords" drop down menu.

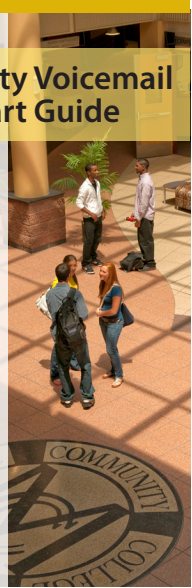
Need more help?

For all other technical support, call the Monroe Community College Technical Support Line:

(585) 292-TECH

Cisco Unity Voicemail Quick Start Guide

Frequently used commands for managing Cisco Unity Voicemail messages and user preferences by phone



SENDING A MESSAGE

While listening to the Main Menu, say:

"Send a message"

"Send <urgent or private or urgent and private> message to <name of Connection user>"

After addressing and recording the message, say:

"Send"

"Edit message"

"Review message properties" (to hear only message properties)

"Review message" (to hear the recorded message and message properties)

"Edit recipients"

"Set <urgent or private or urgent and private>"

"Cancel <urgent or private or urgent and private>"

"Set receipt"

"Cancel receipt"

"Future delivery"

"Cancel future delivery"

PLACING CALLS

While listening to the Main Menu, say:

"Call <name of Connection user>"

"Call <extension>"

(Say each digit individually. For example, say "One, zero, zero" not "One hundred.")

"Call <name of contact> at <home or work or mobile>"

COMMANDS

UNIVERSAL COMMANDS

Say these commands anytime:

"Cancel"

"Main menu" (to return to Main menu)

"Repeat" (to repeat message or menu prompts)

"Pause" or "Resume" "End call" or "Goodbye"

"Help" (for help with voice commands)

OTHER COMMANDS

While listening to the Main menu, say:

"Play <greeting name> greeting"

"Record <greeting name> greeting"

"Turn on <greeting name> greeting" (to enable the greeting indefinitely)

"Turn on <greeting name> greeting until <date>"

OTHER COMMANDS (continued...)

"Turn off <greeting name> greeting"

"Change my PIN"

"List my number in the directory"

"Do not list my number in the directory"

"Play my recorded name"

"Change my recorded name"

"Empty Deleted Items folder"*

"Touchtone conversation" (switches to phone keypad input for remainder of call)

"Setup options" (switches to phone keypad input; to switch back, keep pressing * until you hear "Voice command conversation")

"Tutorial" (to access a set of tutorials on working with voice commands)

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*Not available on some systems