

## SET UP YOUR VOICEMAIL BOX

If this is your first experience with Cisco Unity Voicemail, please become familiar with the steps in “Accessing Cisco Unity Voicemail by Phone.”

1. Access the Cisco Unity Voicemail system.
2. When asked for a PIN, enter the default PIN of 1234 followed by #.

You are prompted to set up a recorded name and personal greeting and change your PIN. To exit the initial setup menu, press \*.

### To create a recorded name that identifies you to callers:

1. The system prompt informs you that you have no recorded name and must record one.
2. At the tone, say your first and last name. When finished, press #.
3. Your newly recorded name plays. Press # to keep it, or 1 to rerecord.

### To record a personal greeting:

1. The standard greeting “Sorry, <user name> is not available” plays. To keep this greeting, press # or:
2. To record a new standard greeting, press 1. At the tone, speak your greeting. When finished, press #.
3. Your newly recorded greeting plays.

To accept this greeting and continue, press #. To rerecord, press 1.

### To change your PIN:

1. Enter your new PIN, which must be at least 4 digits. Press # when finished.
2. Enter your new PIN again to confirm, and press #.

## AT ANY TIME

Press 0 to access help; \* to cancel, exit, or back up; and # to skip or move ahead, complete or confirm addressing, accept changes, send message, and start and stop recording.

## ACCESSING CISCO UNITY VOICEMAIL BY PHONE

1. From your desk phone, press the “messages” button.

From another phone within Monroe Community College, dial “8300”.

From outside Monroe Community College, 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 #.

## LISTEN TO MESSAGES

Perform the steps in “Accessing Cisco Unity by Phone” to reach the voicemail 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 Playback	After Playback
1 Restart Message	Restart Message
2 Save Message	Save Message
3 Delete Message	Delete Message
4 Slow Playback	Reply to Message
5 Adj. Volume	Forward Message
6 Fast Playback	Mark Unread
7 Skip Back	Last 5 Seconds
8 Pause Playback	N/A
9 Skip Forward	Message Properties
# Skip Message	N/A
* Cancel Playback	Cancel Playback



## SEND A MESSAGE

1. Perform the steps in “Accessing Cisco Unity by Phone” to reach the voicemail main menu.
2. Press 2.
3. Press # to start recording.
4. Press # to stop recording.
5. Address message by name (default), or press # # to switch from addressing by name to addressing by number (extensions or distribution lists). Press # to confirm selection. Press 91 to add another name, or go to the next step.
6. Press 1 for additional message options.
7. Press # to send.

## PERSONALIZE SETTINGS

1. Perform the steps in “Accessing Cisco Unity by Phone” to reach the voicemail main menu.
2. Press 4 to access the Setup Options menu, then:
  - Press 1 to manage standard, personal, and alternate greetings.
  - Press 2 to manage message settings, set up and use public and private distribution lists.
  - Press 3 to manage personal settings such as password and recorded name.

## TECHNICAL SUPPORT

### Forgot your pin?

1. Start Microsoft Internet Explorer.
2. Enter the address of the Cisco Unity Voicemail server: [myvoicemail.monroecc.edu/ciscopca](http://myvoicemail.monroecc.edu/ciscopca)

Log in to the application using your MCC user ID and password. You can use the application to change your voicemail PIN, modify your user profile, change your mailbox settings, and create voice-mail distribution lists.

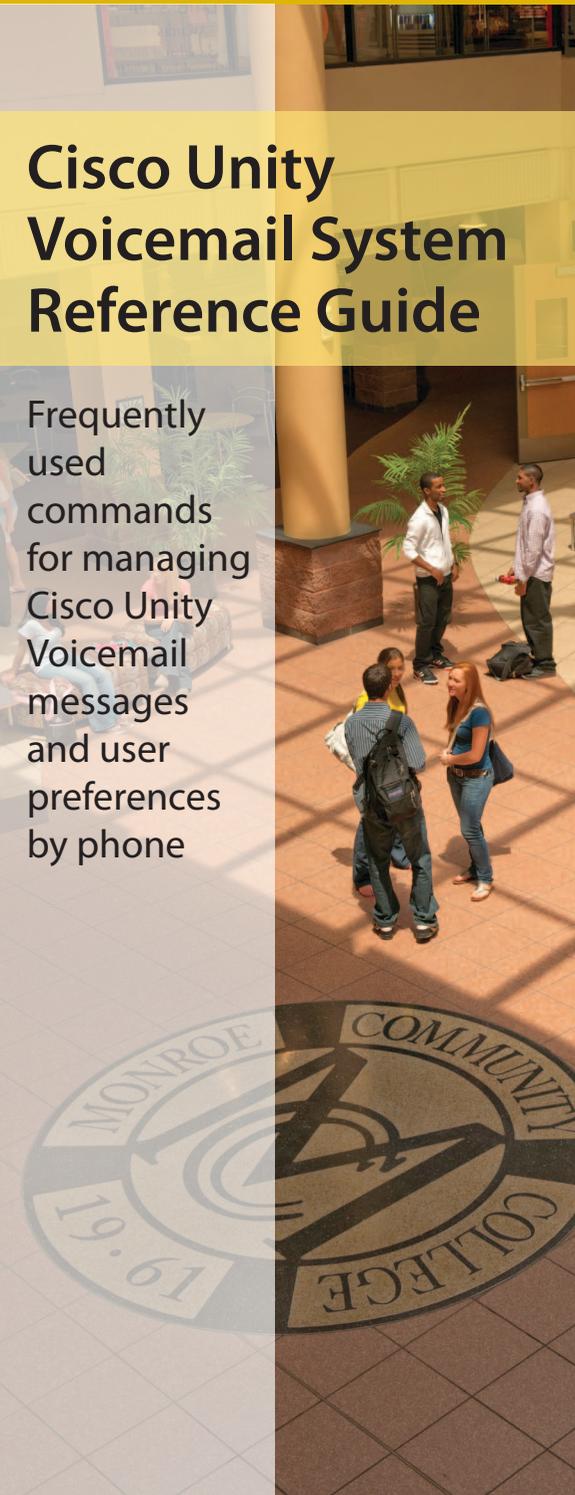
### Need More Help?

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

**(585) 292-TECH**

# Cisco Unity Voicemail System Reference Guide

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



## AT ANY TIME

0 Help \* Cancel, exit, or back up # Skip or move ahead, complete or confirm addressing, accept changes, send message, start and stop recording

## TO ADDRESS MESSAGES

Spell name, press #, select the match. Or press ## to enter by extension, then press #. Press \* to cancel the selection or # to confirm the selection. Press 1 to add more names, or ## to start recording.

## RETRIEVE MESSAGES

### During Playback

1 New  
3 1 Saved  
3 2 Deleted



- |                           |                          |
|---------------------------|--------------------------|
| 1 Restart Playback        | 7 Jump Back 5 Seconds    |
| 2 Save Message            | 8 Pause Playback         |
| 3 Delete Message          | 9 Jump Forward 5 Seconds |
| 4 Slow Playback Speed     | * Cancel Playback        |
| 5 Adjust Playback Volume  | 0 Playback Help Menu     |
| 6 Increase Playback Speed | # Skip Playback          |

### After Playback

- |                    |                       |
|--------------------|-----------------------|
| 1 Restart Playback | 7 Jump Back 5 Seconds |
| 2 Save Message     |                       |
| 3 Delete Message   | 9 Message Properties  |
| 4 Reply            | * Cancel Playback     |
| 5 Forward Message  | 0 Playback Help Menu  |
| 6 Mark Unread      | # Skip Playback       |

## SEND A MESSAGE

### After Addressing

2 New



- |                     |                            |                      |
|---------------------|----------------------------|----------------------|
| 1 Mark Urgent       | 7 Add to Message           | 0 Playback Help Menu |
| 2 Return Receipt    | 8 Pause Playback           | # Send Message       |
| 3 Mark Private      | 9 1 Jump Forward 5 Seconds |                      |
| 4 Future Delivery   | 9 2 Hear Names             |                      |
| 5 Review Recording  | 9 5 Copy Self on Message   |                      |
| 6 Re-Record Message | * Cancel                   |                      |

## CHANGE PREFERENCES

4 Setup Options



- |                               |                                 |                                 |
|-------------------------------|---------------------------------|---------------------------------|
| 1 Greetings                   | 1 3 4 Edit Busy Greeting        | 2 4 Private Lists               |
| 1 1 Record Greeting           | 1 3 5 Edit Internal Greeting    | 3 Preferences                   |
| 1 2 Alternate Greeting On/Off | 1 3 6 Edit Holiday Greeting     | 3 1 Change PIN                  |
| 1 3 Edit Greetings            | 1 4 Hear all Greetings          | 3 2 Change Recorded Name        |
| 1 3 1 Edit Standard Greeting  | 2 Message Settings              | 3 3 Change Directory Listing    |
| 1 3 2 Edit Closed Greeting    | 2 1 Set up Message Notification | 4 Transfer Options (If Enabled) |
| 1 3 3 Edit Alternate Greeting | 2 3 Menu Style                  |                                 |



**TECHNICAL SUPPORT - Call the Monroe Community College Technical Support line: (585) 292-TECH**