



Voicemail – Usage Guide

Overview - The following documentation covers how to perform tasks while in your Cisco Unity mailbox.

Checking voicemail from **your** Cisco Telephone

- From your telephone, pick up your receiver and press the voicemail button.
- When prompted, enter your PIN followed by #.
- You are now logged into your voicemail box.

Checking voicemail from **any** Cisco Telephone

- From a campus telephone, dial **x5000** - (this is the extension to the Unity messaging system).
- The system will prompt you to enter your **voicemail ID number** (this will be the last four digits of your phone number or 4-digit extension) followed by #.
- When prompted, enter your PIN followed by #.
- You are now logged into your voicemail box.

Checking voicemail from **Off Campus**

- From a telephone, dial **724-938-5000**.
- The system will prompt you to enter your **voicemail ID number** (this will be the last four digits of your phone number or 4-digit extension) followed by #.
- When prompted, enter your PIN followed by #.
- You are now logged into your voicemail box.

Once Logged Into Voicemail

Main Menu

1	Hear new messages
2	Send a message
3	Review old messages
4	Change setup options

During Message Menu

While listening to a message:

1	Restart message
2	Save
3	Delete
4	Slow playback
6	Fast playback
7	Rewind message
8	Pause/resume
9	Fast-forward
#	Fast-forward to end
# >> #	Save as is
*	Return to Main menu

After Message Menu

After listening to a message, press:

1	Replay message
2	Save
3	Delete
5	Forward Message
6	Save as new
7	Rewind message
9	Play message properties
#	Save as is
*	Return to Main menu

Shortcuts

While listening to the Main menu, press:

4 >> 1	Change greetings
4 >> 1 >> 2	Turn on/off alternate greeting
4 >> 2 >> 1	Change message notification
4 >> 2 >> 3	Choose full or brief menus
4 >> 3 >> 1	Change phone password
4 >> 3 >> 2	Change recorded name
4 >> 4	Change call transfer

While listening to the message, press:

# >> 3	Skip + delete message
# >> 4	Skip + reply
# >> 4 >> 2	Skip + reply to all
# >> 5	Skip + forward message
# >> 6	Skip + save as new

# >> 9	Skip + play message properties
# >> #	Skip + save as is
*	Return to Main Menu

After listening to or recording a message, press:

#	Send message
3	Play message
4	Re-record
5	Add to message
6	Discard message

Setup Options – Press 4 in the Main Menu options to access the Setup Options menu.

Greetings – 1 Pressed

1 >> 1	Re-record greeting
1 >> 2	Alternate greeting on/off
1 >> 3	Edit greetings
1 >> 3 >> 1	Edit standard greeting
1 >> 3 >> 2	Edit closed greeting
1 >> 3 >> 3	Edit alternate greeting
1 >> 3 >> 4	Edit busy greeting
1 >> 3 >> 5	Edit internal greeting
1 >> 3 >> 6	Edit holiday greeting

Preferences – 3 Pressed

3 >> 1	Change PIN
3 >> 2	Change recorded name
3 >> 3	Directory listing