


Cisco Unity Connection Voicemail

LOG IN

Inside the Office at your own desk

Press the Messages button 

Enter your PIN followed by #

Outside the Office

Dial your own office telephone number or the Unity access number: (510) 987-0100

When the voicemail system answers press ★

Enter your ID (extension number) followed by #

Enter your PIN followed by #

MAIN MENU

Press 1 to retrieve messages (#3 Quick Delete)

Press 2 to send a message

Press 4 for your set up options

RECORD GREETINGS

Press 4 for setup options

1,1 to record your Personal Greeting

1,2 to activate/deactivate your alternate greeting

REVIEWING MESSAGES.

Press 1 from the Main Menu to listen to new messages

While listening, options are:

[1] Restart Message

[2] Save \*\*\*

[3] Delete

[4] Slow Playback

[5] Change Volume

[6] Fast Playback

[7] Rewind Message

[8] Pause/Resume

[9] Fast Forward

[#] Fast Forward to the end

[#,#] Skip Message and save as is

\*\*\*SAVED for 30 days

After listening, options are:

[1] Replay Message

[2] Save\*\*\*

[3] Delete

[4] Reply

\* Press 2 to reply to all

[5] Forward Message

[6] Save As New

[7] Rewind Message

[9] Replay Message Properties

[#] Save as is

Use these keys anytime:

[0] Help

[★] Cancel or backup

[#] Skip

Retrieve Messages

1 New

3 1 Saved

3 2 Deleted\*

1 Restart message

2 Save

3 Delete

4 Slow playback

5 Change Volume\*

6 Fast playback

7 Rewind message

8 Pause/Resume

9 Fast-forward

# Fast-forward to end

# # Skip message, save as is

1 Replay message

2 Save/Restore as saved\*

3 Delete

4 Reply

4 2 Reply to all

4 4 Call the subscriber\*

5 Forward message

6 Save as new/Restore as new\*

7 Rewind message

8 Deliver e-mail or fax to fax machine\*

9 Play message properties

# Save as is

Send a Message

2 Send

Address and record message

# Send message

1 Urgent

2 Return receipt

3 Private

4 Future delivery

5 Review recording

6 Rerecord

7 Add to recording

9 1 Add name

9 2 Hear all names (and delete names)

Change Preferences

4 Setup options

1 Greetings

2 Message settings

3 Personal settings

4 Call transfer

1 Record this greeting

2 Turn on/off alternate greeting

3 Edit other greetings

4 Hear all greetings

1 Change message notification

2 Change fax delivery\*

3 Change menu type

4 Edit private lists

1 Change PIN

2 Change recorded name

3 Change directory listing

1 Switch between transferring calls to extension or voice mail

2 Change extension or phone number

1 Pager

2 Home phone

3 Work phone

4 Spare phone

1 Keep this number

2 Enter new number

1 Select full or brief menus

1 Hear lists

2 Change names on a list

Follow Voice Mailbox PIN Rules Below

1 Change listing status

Use These Keys Anytime

0 Help

★ Cancel or back-up

\*Not available on some systems

Voice Mailbox PIN Rules

• Must be a minimum of 6-digits long

• Must not be the same as either of your past two PIN numbers

• Cannot match the numeric representation of your first or last name.

• Cannot contain your extension number(s).

• Cannot contain the reverse of your extension number(s).

• Cannot contain groups of repeated digits, such as “408408” or “123123.”

• Cannot contain only two different digits, such as “121212.”

• A digit cannot be used more than two times consecutively (for example, “28883”).

• Cannot be an ascending or descending group of digits (for example, “012345” or “987654”).

Find Voice Messages

5 Find Messages\*

1 From another subscriber

2 From all outside callers

3 From a specific outside caller

Unity Connection  
Voicemail Flowchart

UNIVERSITY

OF

CALIFORNIA