

Cisco Unity Connection

Unity Voice Mail – Setup & Basic Voice Mail Functions

Voice Mail – Initial Setup

Press the “Messages” button to access your voicemail box. You will be asked to initialize your mailbox the first time you access voice mail. Initialization includes recording your name, recording a **greeting**, and changing your password.

Your temporary password is 6xxxx . The ‘x’ represents your extension. Your new password must be at least 3 digits in length. **NOTE:** Be sure to press “#” after every entry for which the system prompts you.

| Basic Voice Mail Use | | |
|-----------------------------------|--|--|
| Access from your desk phone | <ol style="list-style-type: none"> 1. Press MESSAGES button. 2. Enter your password followed by the # key when prompted. 3. Press 1 to listen to new messages, 2 to send a message, 3 to review old messages, or 4 to access SETUP options. | |
| Access when away from the office: | <ol style="list-style-type: none"> 1. Dial the voicemail number - 802-656-9940. 2. When voice mail answers, press * key. 3. Enter your 5-digit mailbox I.D. number (i.e., your "Extension Number") followed by the # key. 4. Enter your password followed by the # key. | |
| While listening to a message: | <ol style="list-style-type: none"> 1 - repeat 2 - save 3 - delete 4 - slower 5 - change volume | <ol style="list-style-type: none"> 6 - faster 7 - skip back 8 - pause 9 - fast-forward # - jump to end of message |
| **After a message: | <ol style="list-style-type: none"> 1 - repeat 2 - save 3 - delete 4 - reply to internal user | <ol style="list-style-type: none"> 5 - forward message 6 - mark as new 7 - skip back 9 - hear date/timestamp |
| Setup Options | | |
| To re-record greeting: | <ol style="list-style-type: none"> 1. Enter mailbox 2. Press 4 - Setup options, then 1 - for Greetings, then 1 - change greetings 3. Follow prompts | |
| To rerecord name: | <ol style="list-style-type: none"> 1. Enter mailbox 2. Press 4 - Setup options, then 3 - personal settings, then 2 - change name 3. Follow prompts | |
| To change password: | <ol style="list-style-type: none"> 1. Enter mailbox 2. Press 4 - Setup options, then 3 - Personal settings, then 1 - change password 3. Follow prompts | |

****NOTE: IF YOU RECEIVE EMAIL .WAV FILES OF VOICEMAIL MESSAGES, DELETING THEM FROM YOUR EMAIL DOES NOT DELETE THEM FROM YOUR CISCO PHONE VOICEMAIL ACCOUNT. YOU MUST FOLLOW THE INSTRUCTIONS ABOVE FOR DELETING THEM FROM YOUR PHONE.**

To report issues or if you need help, please contact CUCM-HELP@uvm.edu or call 802-656-4900