



ACCESSING VOICEMAIL

The red light on your telephone handset lights up when you have a new voicemail message. At the bottom of your telephone display, you will see the number of new messages you have received.

- To access the voicemail system, press the **Messages** button or dial (8000).
- For external access to the voicemail system, dial (276-739-3099).

SETTING UP YOUR MAILBOX

Each user will be required to setup their mailbox. We will complete the following steps:

- Login and set a new password
- Record your name
- Record your standard greeting

SETTING UP YOUR MAILBOX

Use These Keys Anytime During any Changes

* = Cancel or back up

= Skip or move ahead

Logging on to Cisco Unity the first time:

- Dial (8000) or press the **Messages** button.
- If you dialed from someone else's phone, press * when Cisco Unity answers.
- Enter your **ID#** (same as extension #), if required, then press #.
- Enter the default password (123789#).

To Set/Change Your Password:

- Dial (8000) or press the **Messages** button and log on.
- Press **4 >3 >1**.
- Enter your new password (4 **digits**) and press #.
- Enter the new password again to confirm it and press #.

To Record Your Name:

- Dial (8000) or press the **Messages** button and log on.
- Press **4 >3 >2**.
- At the tone, **record your name**, or press * to keep the current recording.



Use These Keys as You Record

8 = Pause or resume

= End recording

To Record Your Greeting: (There are two types of greetings: **Primary** and **Alternate**)

Dial (8000) or press the **Messages** button and log on.

Press **4 > 1 > 1**.

After Cisco Unity plays your current greeting, press **1** to rerecord it, or press **3** to record a different greeting.

To Enable or Disable a Greeting: (You can enable or disable **only your alternate greeting**.)

Dial (8000) or press the **Messages** button and log on.

Press **4 > 1 > 1**.

After Cisco Unity plays your current greeting, press **2** to enable or disable your alternate greeting.

NOTE: *When your alternate greeting is enabled, it overrides all other greetings.*

USING YOUR MAILBOX

To Check Messages:

Dial (8000) or press the **Messages** button and log on.

Press **1** to hear new messages, or press **3** to review old messages.

Use the following keys to manage your messages and to control playback.

*Use These Keys While
Listening to a Message*

1 = Restart Message

2 = Save

3 = Delete

5 = Change Volume

7 = Rewind, Small

8 = Pause or Resume

9 = Fast-forward to end

*Use These Keys After
Listening to a Message*

1 = Replay Message

2 = Save

3 = Delete

4 = Reply

5 = Forward Message

6 = Save as Unheard

7 = Rewind, Small

9 = Play Message Summary

***To Send a Voice Message:***

- Dial **(8000)** or press the **Messages** button and log on.
- Press **2**.
- Follow the Cisco Unity instructions to address the message.
- Press **#** to record the message, or press **1** to add another name or list.
- Press **#** to send the message, or press **1** for message options.

Message Options

- 1 = Change addressing**
- 2 = Change recording**
- 3 = Set special delivery**
- 4 = Review message**

To Reply to a Message:

- After listening to the message, press **4**.
- Record your reply.
- Press **#** to send the reply, or press **1** for message options.

NOTE: Message Options are the same as above.

- Follow the Cisco Unity instructions to handle the original message.

To Forward a Message:

- After listening to the message, press **5**.
- Follow the Cisco Unity instructions to address the forwarded message.
- Press **#** to forward the message as is, or press **2** to record an introduction, or press **3** for message options.

NOTE: Message Options are the same as above.

- Follow the Cisco Unity instructions to handle the original message.

To Transfer a Caller Directly Into Voicemail:

- Press the **Transfer** soft key.
- Press ***** on the dial pad.
- Enter the **mailbox #** (same as extension #).
- Press the **Transfer** soft key again



NOTES

A series of 20 horizontal dashed lines for taking notes.