

Transferring a caller directly to a Voice Mailbox:

- With the caller on line, press the **Trnsfer** soft key.
- Press * and **extension/voice mailbox number**.
- Press **Trnsfer** soft key.


Directly call a Voice Mailbox:

- Press * and **extension/voice** mailbox number.
- Record message.

Creating Private Lists:

- Login to voice mail.
- Press **4** for Setup Options .
- Press **2** for Message Settings .
- Press **4** for Private Lists.
- Press **2** Change Private List Name.
- Choose a Private List from 1 – 20.
- Press **# #** to toggle between extension number / spelled name.
- Add list **member's extension number** followed by **#**
- When you are finished adding list members, press *
- Press **4** to record list name
- Record list name** (i.e. Nursing Team) and press **#** to save
- Press * to exit

Managing your Voice Mail from your Outlook Inbox:

- Login to your Outlook email.
- Voice mail messages will appear in your Inbox with  icon
- The sender will be either the name of someone within the SCCOE who left a message from their phone or "Unity Messaging System" if an outside caller. The subject field contains the phone number, if available.
- Open the message. Double-click on the attached wav file (sound file). If you have speakers (built-in or as an accessory), you will hear the voicemail message play.
- Actions that you perform via your Outlook Inbox will have the same result as having done them via your phone, dialing into the voicemail system.
- Delete messages that are no longer needed to avoid exceeding your space limit in Outlook and in the Unity voicemail system.
- If you need to save the message, it is best to save it to your computer's hard drive or to your storage area on the network (and then delete the message from your Inbox).

NEED HELP?

Contact the RTC HELP DESK

x 6 6 6 6
(408) 453-6666

Equipment provided by:



502 Commerce Way
Livermore, CA 94550
www.ams.net



Santa Clara County Office of Education

CISCO UNITY VOICE MAIL QUICK REFERENCE USER GUIDE

Logging Into Voice Mail:

If your voice mailbox extension and telephone extension number are the same:

- From **your** phone, press the **messages** button or dial **6517**.
- Enter your password, followed by **#**

If your voice mailbox extension number is not the same as the telephone extension you are using to check voice mail:

- Press the **messages** button or dial **6517**
- If you are prompted for a password, press: *
- When prompted for your **ID**, enter your **voice mail extension number**, followed by **#**
- Enter your password, followed by **#**

Checking voice mail from outside the office:

- Dial your direct number or : **(408) 453-6517**
- When voice mail answers, if you are not asked for your ID, press *
- When prompted for your **ID**, enter your **voice mail extension number**, followed by **#**
- Enter your password, followed by **#**

First Time Enrollment

- Enter default password: **12345**
- Record your first and last name only.
- Record your standard greeting.
- Set your new password. *Minimum of 3 digits.*

Once you have signed into voicemail you will hear the following four prompts. If there are no new messages, the prompts will begin with

"To send a message, press 2." *At anytime you may press '0' for Help.*

New Messages:	1	0 = HELP
Send A Message:	2	
Old Messages:	3	
Setup Options:	4	

Playing New **1** or Old Messages **3** :

While listening to New or Old Msgs.:

- 1** Repeat Message
- 2** Save
- 3** Delete
- 4** Slow Down
- 5** Volume Up/Down
- 6** Speed Up
- 7** Rewind
- 8** Pause/Continue
- 9** Fast Forward
- *** Exit
- 0** Help
- #** Skip to end of message

After listening to New or Old Messages:

- 1** Repeat Message
- 2** Save
- 3** Delete
- 4** Reply
- 5** Forward
- 6** Save as New
- 7** Rewind
- 9** Date & Time Stamp
- *** Exit
- 0** Help
- #** Skip to next message

Send A Message **2**

- Address to message recipient(s) or private list(s).
- **# #** - switch between addressing by extension number or name.
- Press **#** to Record message.
- Options after recording:

— Send Message or ***** to cancel.

1 More Options	1 Change Recipients	1 Add name	2 Hear all names	3 Remove names
2 Review Recording	1 Listen	2 Save	3 Re-record	4 Add
3 Special Delivery	1 Urgent	2 Return Receipt	3 Private	4 Future Delivery
4 Review Message				

Setup Options **4**

1 Greetings	1 Re-record greeting	2 *Switch greetings	3 Edit other greetings	4 Hear all greetings	*Switch between your Standard & Alternate greeting.
2 Message Settings	1 Message Notification	3 Full /Brief Menus	4 Private Lists - 20 lists/user Refer to back page of this user guide for setup instructions. If your list contains more than 25 members, please contact the Help Desk.		
3 Personal Settings	1 Password	2 Re-record Name	3 Directory Listing		