Union College provides all faculty/staff with voicemail access. The following information documents how faculty/staff may access their voicemail.

**ACCESSING VOICEMAIL FOR THE FIRST TIME FROM YOUR OFFICE**

1. Dial the Cisco Unity Voicemail Number: Press the Voicemail Key (\( \text{Vo} \))
2. Enter your password (contact the Support Desk at x1626 if you do not know your password) and press the pound key (#)
3. Follow the voice prompts to setup your account
4. Once finished, hang up to end your session

**ACCESSING VOICEMAIL AFTER SETUP FROM YOUR OFFICE**

1. Dial the Cisco Unity Voicemail Number: Press the Voicemail Key (\( \text{Vo} \))
2. Enter your password and press the pound key (#)
3. Follow the voice prompts or enter a command (see below)
4. Hang up when finished to end your session

**ACCESSING VOICEMAIL AFTER SETUP FROM ANOTHER OFFICE**

1. Dial the Cisco Unity Voicemail Number: Press the Voicemail Key (\( \text{Vo} \))
2. Press the star (*) key to access the user menu
3. Enter your Cisco Unity ID (your extension plus 1) and press the pound key (#)
4. Enter your password and press the pound key (#)
5. Follow the voice prompts or enter a command (see below)
6. Hang up when finished to end your session

**ACCESSING VOICEMAIL FROM A NON-CISCO PHONE**

1. Dial the Cisco Unity Voicemail Number: On Campus: x.1399
                                           Off Campus: (606) 546-1399
2. Press the star (*) key to access the user menu
3. Enter your Cisco Unity ID (your extension plus 1) and press the pound key (#)
4. Enter your password and press the pound key (#)
5. Follow the voice prompts or enter a command (see below)
6. Hang up when finished to end your session

**CISCO UNITY COMMANDS**

**Retrieve:**
1. New messages
3. Saved messages

**Message Type Menu:**
- Voice Messages
- Receipts
- All messages

**During message:**
1. Restart message
2. Save
3. Delete
4. Slow playback
5. Change volume
6. Fast playback
7. Rewind
8. Fast-forward
9. Fast-forward to end
10. Save as is

**After message:**
1. Replay message
2. Save
3. Delete
4. Reply
5. Reply to all
6. Call the subscriber
7. Forward message
8. Save as new
9. Rewind
10. Play message properties

**Send a message**

Address and record message, then:
1. Change address
2. Change recording
3. Set special delivery
4. Review message
5. Send

Message options:
1. Send now
2. Message options

**Add name**
1. Add name
2. Hear current names
3. Remove name

**Record**
1. Hear recording
2. Save recording
3. Rerecord
4. Add to recording

**Special delivery**
1. Urgent
2. Return receipt
3. Private
4. Future
# During Message Menu

While listening to a message, press:

<table>
<thead>
<tr>
<th>Keys</th>
<th>Task</th>
<th>Keys</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Rewind message</td>
<td>6</td>
<td>Fast playback</td>
</tr>
<tr>
<td>2</td>
<td>Pause/ Resume</td>
<td>66</td>
<td>Faster playback</td>
</tr>
<tr>
<td>3</td>
<td>Fast-forward</td>
<td>7</td>
<td>Decrease volume</td>
</tr>
<tr>
<td>33</td>
<td>Fast-forward to end</td>
<td>8</td>
<td>Reset volume</td>
</tr>
<tr>
<td>4</td>
<td>Slow playback</td>
<td>9</td>
<td>Increase volume</td>
</tr>
<tr>
<td>44</td>
<td>Slower playback</td>
<td>#</td>
<td>Skip message, save as is</td>
</tr>
<tr>
<td>5</td>
<td>Play message properties</td>
<td>##</td>
<td>Skip message, save as new (new, saved messages)</td>
</tr>
</tbody>
</table>

* Not available on some systems.
Password Management

To Change Your Phone Password by Phone

Step 1 Log on to Cisco Unity.
Step 2 Press 431.
Step 3 Enter a new password, and press #. Enter digits 0 through 9.
Step 4 Enter the new password again to confirm it, and press #.

To protect your Cisco Unity mailbox from unauthorized access, follow the security guidelines provided by your Cisco Unity administrator when you change both your Cisco Unity passwords. Consider that longer and nontrivial passwords are more secure. A nontrivial password means that:

- The password is not the same as previous passwords.
- The digits are not all the same (for example, 9999), nor are repeated (for example, 9991).
- The digits are not consecutive in either ascending or descending order (for example, 1234 or 4321).
- The password is not the same as your extension, nor does it spell your name.
## WORKING WITH GREETINGS

<table>
<thead>
<tr>
<th>Greeting Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Greeting</td>
<td>This greeting plays during the work hours that your Cisco Unity administrator specified for your organization, or in other situations when no other greeting is enabled. By design, the standard greeting cannot be disabled. Cisco Unity prompts you to record the standard greeting when you enroll as a subscriber. (For example, &quot;I am away from my desk right now...&quot;)</td>
</tr>
<tr>
<td>My Personal Greeting</td>
<td>Cisco Unity plays a greeting that you record.</td>
</tr>
<tr>
<td>System Greeting</td>
<td>Cisco Unity plays a pre-recorded greeting along with your recorded name (for example, &quot;Sorry, &quot;your name&quot; is not available&quot;). If you do not have a recorded name, Cisco Unity plays your extension instead. When a greeting is enabled but not recorded, Cisco Unity plays a pre-recorded system greeting.</td>
</tr>
</tbody>
</table>

**Note:**
Recording a greeting does not enable it.

### To Recreate Your Current Greeting by Phone

1. Log on to Cisco Unity.
2. Press 4 1.
3. After Cisco Unity plays your current greeting, press 1 to recreate it. Then use the following keys as you record.

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>#</td>
<td>Pause or resume</td>
<td>#</td>
<td>End recording</td>
</tr>
</tbody>
</table>

### Use These Keys Anytime

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>*</td>
<td>Cancel or back up</td>
</tr>
</tbody>
</table>
To Change Your Other Greetings by Phone:

Step 1  
Log on to Cisco Unity.

Step 2  
Press 4 1.

Step 3  
Press 8 to skip hearing your current greeting.

Step 4  
Press 3 to edit settings for your other greetings. Then use the following keys to select the greeting that you want to change:

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Standard greeting</td>
</tr>
<tr>
<td>2</td>
<td>Canned greeting</td>
</tr>
<tr>
<td>3</td>
<td>Alternate greeting</td>
</tr>
<tr>
<td>4</td>
<td>Busy greeting</td>
</tr>
<tr>
<td>5</td>
<td>Internal greeting</td>
</tr>
</tbody>
</table>

Step 5  
After Cisco Unity plays the greeting, use the following keys to change it.

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Record</td>
<td>*</td>
<td>Cancel or back up</td>
</tr>
<tr>
<td>2</td>
<td>Use system greeting</td>
<td>#</td>
<td>Help</td>
</tr>
<tr>
<td>3</td>
<td>Enable/Disable greeting</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you record your greeting, use the following keys as you record.

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Pause or resume</td>
<td>#</td>
<td>End recording</td>
</tr>
</tbody>
</table>

Please contact the Support Desk should you need any assistance in this process.