



User Guide for the Cisco Unity Phone Interface (Release 9.x)

On your NMSU office phone, you will use Cisco Unity Voice Mail. These instructions will guide you through setting up your voice mail and using some of the features of Cisco Unity Voice Mail.

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***Note:** When making changes, you can cancel, back up, skip, or move ahead. Use the following keys for these actions:

Key	Action
*	Cancel or back up
#	Skip or move ahead



Enrolling on Cisco Unity

To use your Cisco Unity voicemail, you will first have to enroll and set up your account.

1. Press the **Message** button.

Messages button



2. You will be prompted to enter a pin number followed by the pound sign. The default **pin is 88003#**
3. You will now be instructed by the system on the following:
 - Recording your name
 - Setting a new pin (minimum of 5 digit numbers)
 - Recording your greeting

Follow the system instructions to complete this information. Remember that you can cancel or back up with the * key or skip ahead with the # key.

4. After you have finished setting up your name, pin, and greeting, **WAIT** until you hear “**You Have Finished Enrollment.**” After you hear this, you may hang up.



Handling Messages and Voice Mail Settings

Check Messages from Your Phone

Press the **Message** button and log on using your pin followed by the # sign.

Messages button



Use These Keys **During** a Message:

KEY	ACTION	KEY	ACTION
1	Restart message	6	Fast playback
1 4	Play previous message	7	Rewind message
1 6	Play next message	8	Pause or resume
2	Save	9	Fast-forward
3	Delete	#	Fast-forward to end
5	Change volume	*	Cancel or back up
4	Slow playback		

Use These Keys **After** a Message:

KEY	ACTION	KEY	ACTION
1	Replay Message	5	Forward Message
2	Save	6	Save as Unheard
3	Delete	7	Rewind, small
4	Reply	9	Play Message Summary



Call Cisco Unity to Check Messages

You can call Cisco Unity messaging system from your desk phone, from another phone within your organization, or from an outside phone.

1. Dial Cisco Unity:
 - From desk phone: 6-9999
 - From phone within your organization: 6-9999
 - From an outside phone: (575) 646-9999
2. When the greeting begins to play, press *
3. Enter your ID number (the last 5 digits of your extension number), followed by #
4. Enter your pin number followed by #
5. Follow the prompts.



Reply to a Message

1. After listening to the message, press **4**.
2. Record your reply.
3. Press **#** to send the reply or press **1** for message options.
4. Follow the Cisco Unity conversation to handle the original message.

Before sending the reply, select the following:

KEY	ACTION
#	Send
1	Mark URGENT
2	Return Receipt
3	Private
4	Future delivery
5	Review
6	Record
7	Add to the message
9 1	Add name
9 2	Hear all names and & delete names
9 5	Copy yourself to the message
*	Cancel
0	Help

After the reply is sent, select one of the following:

KEY	ACTION
1	Repeat
2	Save
3	Delete
4	Reply
5	Forward
6	Mark New
7	Skip back
9	Message properties
*	Cancel playing messages
0	Help



New Mexico State

Forward a Message

1. After listening to the message, press **5**.
2. Record your introduction. Then press **#**
Follow the prompts to send using a name or bypass by listening to the other options.
3. Press **# #** to enter the last 5 digits of the extension number you want to forward the message to.
4. Press **#** again to forward the message.
5. Follow the prompts to handle the original message that you just forwarded.



Change Your Recorded Name

1. Press the **Message** button and log on.
2. Press **4 3 2**.
3. At the tone, record your name or press ***** to keep the current recording.

Use These Keys as You Record:

KEY	ACTION	KEY	ACTION
8	Pause or Resume	#	End Recording

Change Your Pin

1. Press the **Message** button and log on.
2. Press **4 3 1**.
3. Enter a new pin and press **#**.
4. Enter the new pin again to confirm it and press **#**.



Managing Your Personal Greetings

Re-Record Your Current Greeting

1. Press the **Message** button and log on.
2. Press **4 1** and follow the prompts; Press **1** to record greeting and follow the prompts.

Record an Alternate Greeting

1. Press the **Message** button and log on.
2. Press **4 1 3**
3. Press **3** for alternate greeting; Press **1** to re-record and follow the prompts; Press **3** to turn on and follow the prompts; Press ***** to exit

End Date Specify when you want Cisco Unity to disable your alternate greeting. When Cisco Unity prompts you to enter a time of day, enter it by using either the 12- or 24-hour clock format.

No End Date Enable your alternate greeting indefinitely.

When you enable a greeting, you will specify how long you want it enabled. Cisco Unity will play the greeting in the applicable situation until the date and time that you specified arrives, and then the greeting will automatically be disabled. (For example, you can set your alternate greeting to stop playing on the day that you return from a vacation.) You can also enable a greeting to play indefinitely, which is useful when you enable a busy or a closed greeting.

Greeting Prompts

KEY	TASK	KEY	TASK
1	Edit Standard Greeting	5	Edit Internal Greeting
2	Edit Closed Greeting	6	Edit Holiday Greeting
3	Edit Alternate Greeting	0	Help
4	Edit Busy Greeting	*	Exit