

Effective Saturday, June 25, 2011

## CISCO UNITY CONNECTION VOICEMAIL

# Quick Reference Guide to Your New Voicemail System

### SETTING UP YOUR VOICEMAIL BOX FROM YOUR PHONE

1. Dial extension **22999**
2. When prompted, enter your temporary pin (password) **22580** followed by **#**.
3. You will be prompted to set up a recorded name, personal greeting and change your pin (your new pin must be at least 5 digits in length).

**Hint:** After you've set up your phone the first time, you can still change some settings (preferences).

**Hint:** To skip listening to a greeting, when leaving a message, press **#**.

### ACCESSING MESSAGES EXTERNALLY

1. You may access voicemail externally by calling 416.491.5050. When you hear the welcome message, press **\***.
2. You will then be prompted to enter your ID – enter your extension followed by **#**.
3. You will then be prompted for your pin (password) – enter your pin followed by **#**.
4. Press **1** to access new messages.

**Seneca** | ITS

### FROM THE MAIN MENU

TASK	PRESS
Listen to new messages	1
Send a message	2
Listen to saved/deleted messages	3
Change preferences (re-record name, change password)	4
Change greeting	41
Change your pin	431
Change your recorded name	432
Get Help	0
Exit	*

### TO SEND A MESSAGE

1. From the main menu, press **2**.  
After the beep, say your message and press **#** to end the recording.
2. Enter extension or press **# #** to switch to addressing by name.
3. Press **#** to confirm or press **91** to add another name or extension.

TASK	PRESS
To cancel sending	* or #
To mark as urgent	1
For return receipt	2
To mark as private	3
For future deliveries	4
To review your recording	5
To re-record	6
To add to the message	7
To copy yourself	95

### WHILE LISTENING TO A MESSAGE

TASK	PRESS
Rewind	1
Pause/Resume	2
Fast Playback	3
Slow Playback	4
Play Message Properties	5
Reply to Message	6
Forward Message	66
Delete Message	7
To Call Sender	8
Save Message	9
Get Help	0
Skip, Save As Is	#
Cancel/Backup	*

### AFTER LISTENING TO MESSAGES

TASK	PRESS
Skip Back	1
Replay Message	4
Play Message Properties	5
Reply to Message	6
Forward Message	66
Delete Message	7
Save Message	9
Get Help	0
Cancel/Backup	*

### RECORDING YOUR PERSONAL GREETING

The new system allows you to record the following greetings: standard (in the office), busy (on the phone), and alternate (away from the office).

TASK	PRESS
Record standard greeting	411
Enable/disable greetings	412
Record alternate or busy greetings	413