

## Getting to Know Your New Cisco Unity Voicemail

### The First Time You Log in to Voice Mail

To access the Unity Voice Mail system from your phone:

- Press the **Message** button.
- Enter your default password (78412) and press #.

**Note:** If you do not have a dedicated phone, follow the steps to “access from someone else’s phone” below.

You are then required to “Enroll”. The Unity Voice Mail prompts you for the following:

- Record your name at the tone and press #.
- Enter a new password (between 4 and 10 digits) and press #.
- Re-enter your new password and press #.

### Log In to Voice Mail

To access voice mail from your phone:

- Press the **Message** button.
- Enter your password and press #.

To access from someone else’s phone:

- Press the **Message** button.
- Press \* when you hear a greeting or the Unity Voice Mail answers.
- Enter your ID#, which is your 4-digit extension (your mailbox number), and press #.
- Enter your password and press #.

To access from an outside phone:

- Dial the VM access number 361-825-7700.
- Press \* when you hear a greeting or the Unity Voice Mail answers.
- Enter your ID#, which is your 4-digit extension (your mailbox number), and press #.
- Enter your password and press #.

### Universal Keys

- Press \* to cancel the last action or back up one menu.
- Press # to complete or confirm addressing, start and stop recording, accept changes, and send a message.
- Press **0** for Help.

### Work With your Standard Greeting

To record a Standard Greeting:

- Log in and press **411**.
- After the greeting plays (if one is recorded), press **1** to re-record the greeting.
- Press # to accept the greeting.  
**OR**—Press **1** to re-record it again.

### Change, Activate, or Record Alternate Greetings

- Log in and press **413**
- Select the greeting you wish to record (vacation, etc) and follow prompts for selecting or recording
- Record the selected greeting and review. Accept or re-record.
- Select the greeting you wish to activate
- To deactivate, follow above

### Change Your Password

- Log in and press **431**.
- Enter a new password and press #.
- Re-enter the password to confirm and press #.  
**Note:** You will be forced to change your password every 90 days, but you can reuse the same password.

### Service Desk Information

Use the following phone number or e-mail to contact your Service desk:

- **(361)-825-2692**
- **ITRequests@tamucc.edu**

### Reply to a Message Within this Site’s Voice Mail System

- After listening to the message, press **4** and record a reply.
- Press # to end the recording.
- Press **1** to access options below, if needed.
- 1—Change addressing  
2—Change the Recording  
3—Set special delivery options  
4—Review recorded message
- Press # to send your reply.

### Check Message

Unity Voice Mail plays message summaries. To check for messages after logging in:

- Press **1** to listen to new messages.
- Press **3** to review saved messages.  
**Note** New messages are deleted after 30 days, saved messages after 20 days.

The following options can be used while listening to your voice mail:

- 1—Restart
- 2—Save
- 3—Delete
- 4—Slow Playback
- 5—Change Volume
- 6—Fast Playback
- 7—Rewind
- 8—Pause or Resume
- 9—Fast Forward to End
- ##—Skip Message

After you listen to your message, you may use these options:

- 1—Replay
- 2—Save
- 3—Delete
- 4—Reply
- 5—Forward
- 6—Save Message as New
- 8—Deliver to Fax Machine
- 9—Play Summary

### Forward a Message Within this Site’s Voice Mail System

- After listening to the message, press **5**.
- Follow the prompts to address the message.
- Press # to forward without an introduction.  
**OR**—Press **2** to record an introduction to the message, then press # to forward the message.  
**OR**—Press **3** to access message options below, if needed.
- 1—Change addressing  
2—Change the Recording  
3—Set special delivery options  
4—Review recorded message  
**THEN**—Press # to forward the message.