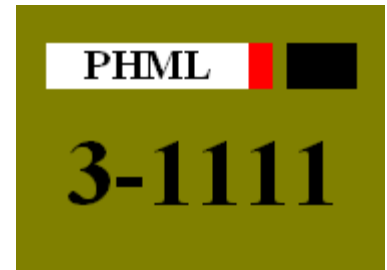


UCF Computer Services & Telecommunications Voicemail Reference Guide

**Telecom
Service Desk
Dial
3-5117**

**Cisco Unity
Messaging for All
Siemens Phones

Quick Reference**



Voicemail Indication:	The red light next to your PHML key lights up when you have a new message. To access the voicemail system, press the PHML key or dial 3-1111 .
Logging On To Cisco Unity The First Time:	<ul style="list-style-type: none"> • From your own extension, dial 3-1111 or press the PHML key. • Enter the default PIN followed by # (12125#).
Accessing Your Unity Voicemail From Off Campus	<ul style="list-style-type: none"> • From an outside line dial (407) 823-1111. • If you dialed from someone else's phone, or from an outside line, press * when Cisco Unity answers. Then enter your ID (same as extension), then press #.
Setting Up Your Voicemail:	<p>Each user will be required to setup their mailbox. The first time you login, Unity will take you through the following steps:</p> <ul style="list-style-type: none"> • Login and set a new PIN • Record your name • Record your standard greeting <p><u>Use These Keys Anytime During any Changes</u></p> <p>* = Cancel or back up # = Skip or move ahead</p>
To Record Your Name:	<ul style="list-style-type: none"> • Dial 3-1111 or press the PHML key and log on. • Press 4 followed by 3 then 2 • At the tone, record your name, or press * to keep the current recording. • After recording your name, Unity will play back the recording. Press * to save. <p><u>Use These Keys as You Record</u></p> <p>8 = Pause or resume # = End recording</p>
To Record Your Greeting:	<p>There are two types of greetings: Standard and Alternate</p> <ul style="list-style-type: none"> • Dial 3-1111 or press the PHML key and log on. • Press 4 followed by 1. • Press 1 when finished recording press # • After Cisco Unity plays your current greeting, press 1 to rerecord it, or press 3 to record a different greeting.

To Enable or Disable your Alternate Greeting:	<ul style="list-style-type: none"> • Dial 3-1111 or press the PHML key and log on. • Press 4 followed by 1. • After Cisco Unity plays your current greeting, press 2 to enable or disable your alternate greeting. <p><i>NOTE: When your alternate greeting is enabled, it overrides all other greetings.</i></p>		
To Set/Change Your PIN:	<ul style="list-style-type: none"> • Dial 3-1111 or press the PHML key and log on. • Press 4 followed by 3 then 1 • Enter your new PIN and press #. • Enter the new PIN again to confirm it and press #. 		
To Check Messages:	<ul style="list-style-type: none"> • Dial 3-1111 or press the PHML key and log on. • Press 1 to hear new messages, or press 3 to review old messages. • Use the following keys to manage your messages and to control playback. <p><i>NOTE: When you change message speed, it will affect all future messages as well.</i></p> <table border="1" data-bbox="386 762 1513 1203"> <tr> <td data-bbox="386 762 914 1203"> <p><u><i>Use These Keys While Listening to a Message</i></u></p> <p>1 = Restart Message 2 = Save 3 = Delete 4 = Reduce Message Speed</p> <p>6 = Increase Message Speed 7 = Rewind, Small 8 = Pause or Resume 9 = Fast-forward</p> </td> <td data-bbox="914 762 1513 1203"> <p><u><i>Use These Keys After Listening to a Message</i></u></p> <p>1 = Replay Message 2 = Save 3 = Delete 4 = Reply 5 = Forward Message 6 = Save as Unheard 7 = Rewind, Small</p> <p>9 = Play Message Summary</p> </td> </tr> </table>	<p><u><i>Use These Keys While Listening to a Message</i></u></p> <p>1 = Restart Message 2 = Save 3 = Delete 4 = Reduce Message Speed</p> <p>6 = Increase Message Speed 7 = Rewind, Small 8 = Pause or Resume 9 = Fast-forward</p>	<p><u><i>Use These Keys After Listening to a Message</i></u></p> <p>1 = Replay Message 2 = Save 3 = Delete 4 = Reply 5 = Forward Message 6 = Save as Unheard 7 = Rewind, Small</p> <p>9 = Play Message Summary</p>
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To Forward a Message:	<ul style="list-style-type: none"> • After listening to the message, press 5. • Follow the Cisco Unity instructions to address the forwarded message. • Press # to forward the message as is, or press 2 to record an introduction, or press 3 for message options. <p><i>NOTE: Message Options are the same as above.</i> <i>NOTE: You can only forward messages to those who also have Cisco Unity.</i></p>		
To Transfer a Caller Directly Into Voicemail:	<ul style="list-style-type: none"> • Press the XFER or Transfer key. • Press the PHML key, or dial 3-1111. • Press # on the dial pad. • Enter the mailbox number (same as extension). • Hang up. 		

***If you have additional questions, or want to request training, please call our Service Desk at 3-5117**