VOICEMAIL

WCU WEST CHESTER UNIVERSITY

Cisco Unity Connection Quick Reference Guide

Access the System

Press the "Messages" button on your Cisco desk phone or select the "Messages" icon in Jabber.

Enter your PIN and follow the prompts. Please use the default PIN 000000 to access your mailbox for the first time.

*Note, if you are using a Cisco desk phone that is not assigned to you or if you are accessing voicemail for a secondary line appearance, press the "Messages" button and enter * followed by the 4-digit extension of the mailbox you would like to access. For example *1234.*

Main Menu

Listen to Messages	1
Send	2
Review Old Messages	3
Setup Options	4
Cancel or back up	*
Help	0

Record Message → End

Review Saved

Saved Messages	1
Deleted Messages	2

Listening Options

	Restart message	Save	Delete
Position	1	2	3
	Slow Playback	Volume	Fast Playback
Speed	4	5	6
	Rewind	Pause\Resume	Fast forward
Volume	7	8	9
	Cancel/Backup	Help	Skip/Save as is
	*	0	##

Listen to Messages

After Message Options

Replay Message	1		
Save	2		
Delete	3		
Reply	4	Reply All	4 2
Forward	5		
Save as new	6		
Rewind message	7	Save as is	#
Play message Properties	9		

First Destination

Spell name of recipient, Distribution list

# #

To switch to extension entry

Special Delivery

1	Mark urgent	5	Review	
2	Return Receipt	6	Re-Record	
3	Mark Private	7	Add to Message	
4	Future Delivery	9 1	Add Name	
#	Send	9 2	Hear /Delete Names	
		9 5	Copy Yourself	

Greetings

Re-record Standard	1
Alternate On/Off	2
Edit Other	3
Hear all greetings	4

Reach Numbers

Pager	1
Home phone	2
Work Phone	3
Mobil phone	4

Setup Options

Greetings	1
Message Settings	2
Preferences	3
Transfer Settings	4

Message Settings

Change Message notification	1
Change Menu Type	3
Edit Private Lists	4

Message Settings

Select full or brief menus	1

Transfer Rules

Standard Rule	1
Alternate Rule	2
Closed Rule	3

Preferences

Change Pin	1
Record Name	2

Distribution List

Hear Lists	1
Change Names On a list	2

Transfer Rules

Enable	1
Send to Voicemail	2
Send to a Number	3