SETTING UP A NEW MAILBOX

1. From your desk phone, press message button
2. When prompted, enter your PIN (The Default Pin is = 121212), then press # To set up a new mailbox, you are automatically prompted to:
   A. Set up a recorded name,
   B. Record your personal greeting,
   C. Change your PIN.
   D. Change your directory listing status
   E. Finishing Enrollment
3. RECORD NAME:
   A. After the tone, record your first and last name, and then press #.
   B. Press # to keep it, or press 1 to re-record.
4. RECORD THE STANDARD GREETING:
   The system greeting plays.
   A. To keep the system greeting press #
   B. To record a personalized greeting, press 1.
   C. At the tone, record your greeting, then press #.
   D. press # to keep it OR, press 1 to re-record your greeting.
5. CHANGE PIN:
   A. Enter your new PIN, then press #.
   Note PIN Criteria:
   - PIN length: Minimum of 6 Digits
   - No consecutive digits (1234 or 4321)
   - No single digit repeated (1111)
   - Not your extension number forward or backward
   B. Confirm your new PIN: Re-enter the new PIN and then press #.
6. DIRECTORY LISTING:
   A. You can be listed in the directory so callers can look you up by name and extension.
   B. If you have the ability to change your status, the system will tell you. You will also be told if you are listed in the directory.
   C. To change listing status press 1. For help, press 2.
7. FINISHING ENROLLMENT:
   A. One you have completed set-up, wait until you hear "you have finished enrollment" followed by the main menu options. Wait for this prompt otherwise you will hear all the set-up prompts again the next time you access your mailbox.
   B. To exit voice mail, press *.

ACCESSING YOUR VOICEMAIL

Choose the appropriate method:

A. FROM YOUR DESK PHONE:
   1. Press the message button
   2. Enter your PIN followed by #
   3. At main menu, follow the prompts
B. FROM SOMEONE ELSE’S DESK PHONE:
   1. Press the message button, once answered, immediately press *
      (Your ID = Your 10 digit directory number, See Sys Admin)
   2. Enter your PIN followed by #
   3. At Main Menu Follow Prompts
C. FROM OUTSIDE THE SYSTEM:
   1. Dial (919) 754-6500
   2. Once answered, immediately Press *
   3. Enter your ID followed by #
      (Your ID = 1 and your 10 digit Telephone Number)
   4. Enter your PIN followed by #
   5. At Main Menu Follow Prompts
MAIN MENU / SUBMENUS

Access your mailbox using one of the methods in “Accessing Cisco Unity by Phone”.

Main Menu Options are:

PLAY New Messages Press 1
SEND A Message Press 2
Review Old Messages Press 3
  Listen to Saved Messages Press 1
  Listen to Deleted Messages Press 2

For Set Up Options Press 4
  Change your Greetings Press 1
  Message Setting Press 2
  Personal Settings Press 3
  Transfer Settings Press 4

To Exit Press *
For Help Press 0

LISTEN TO MESSAGES

From the Main Menu:
  • To Play New Messages, Press 1 OR
  • To Review Old Messages, Press 3

PLAYBACK CONTROLS – DURING Message Playback

Restart Message Playback Press 1
Save Message Press 2
Delete Message Press 3
Slow Down Playback Volume Press 4
  Control – raise/lower Speed Press 5
  Up Playback Press 6
Rewind 3 seconds Press 7
Pause / Continue Playback Press 8
Fast Forward 3 Seconds Press 9
Skip Message Press #

After message has played, summary info plays

PLAYBACK CONTROLS – AFTER Message Playback

Repeat message Press 1
Save message Press 2
Delete Message Press 3
Forward message Press 5
Mark as New Message Press 6
Skip Back Press 7
Message Properties (message info) Cancel Playing Message Press 9
Help Press *

TO SEND A MESSAGE

1. From Main Menu, press 2 to send a message.
2. Record message after the tone, then press #.
3. Address message by name followed by #.
   • When addressing message by name use the dial pad, enter last then first name followed by #. The name of person will play, to accept, press #.
   • If incorrect, press * to cancel and enter another name.

OR

Press #, to address by extension number.
   • When addressing by number enter 1 followed by 10-digit, then press #. The name will be played, press # to confirm.
   • If incorrect, Press * to cancel and enter a different extension number.

4. To add another address, press 9 1.
5. To send message, press #.

TO CANCEL SENDING A MESSAGE

NOTE: Do NOT Hang-up! If you hang-up after creating a message and confirming an address, the message WILL BE sent to the addressee(s)!

To cancel sending a message once you have created message and entered an address:
Press * and then Press 1 to confirm cancellation.
You will then be returned to the Main Menu.

Commands To Use Anytime

Help Press 0
Cancel, exit, or back up Press *
Use to skip, move ahead, complete, confirm address, accept changes, send message, and to start/stop recording. Press #