

## Voice Mail Setup

To access the voice mail system from your office phone:

1. Select the messages/envelope icon on the phone
2. Enter default PIN 12345
3. You will be prompted to:
  - Record your name
  - Record a greeting
  - Change your PIN

Listen carefully and continue through the setup process until you are prompted that voicemail enrollment is complete. If you do not hear the prompt that voicemail enrollment is complete, you have not finished the setup process. And will not receive voicemails until setup process is complete. Your personal voice mailbox is not setup.

## Accessing Voice Mail

From your office phone:

1. Select the messages/envelope icon on the phone
2. Enter default PIN followed by #

## Reply to a Message

After listening to a message:

1. Select the messages/envelope icon on the phone
2. Enter default PIN followed by #

## Forward a Message

After listening to a message:

1. Press 5 to forward the message
2. Record your introduction at the tone followed by # when finished.
  - Spell last and then first name followed by #
  - For queue press 7
  - For Help press 0
  - To add an additional name press 9
  - To switch between number and spelling entry press ##

## Send a Message

1. Record your message at the tone when you are done press #
2. Spell last name & then first name followed by #
  - To continue recording press 8
  - To re-record the message \*
  - To skip back 7
  - To skip to start of message 77
  - To save recording as is and continue #
3. For queue press 7
4. For help press 0
5. To add an additional name press 9
  - To switch between number & spelling entry press ##

## Accessing Voice Mail When Out of Office:

1. Dial your phone number
2. Press \* when Cisco Unity answers
3. Enter your PIN #  
ID– this is your 7 digit extension. If your phone number is 653-3333 your ID is 6533333. If you share a phone number your ID will be provided to you by TFE Services.

PIN– this is your VM password.

## Main Menu Key(s) Options

1. To play new messages press 1
2. To send a message 2
3. To review old messages 3
4. For set up options 4
5. To list meetings 6
6. To exit \*
7. For help 0

## Checking Messages

After logging into the voice mail system

1. Press 1 to hear new messages
2. Press 3 to hear saved messages

## After Message Menu: After listening to a message press: Key(s) Options

- To repeat press 1
- To save it press 2
- To delete it press 3
- To reply press 4
- To forward it press 5
- To mark it new press 6
- To skip back press 7
- For message properties press 9
- To cancel playing messages press \*
- For help 0

## During Message Menu: While listening to a message press: Key(s) Options

- Pressing 1 will rewind the message
- Pressing 2 will save the message
- Pressing 3 will delete the message
- Pressing 4 will play message slower
- Pressing 44 will play the message even slower
- Pressing 5 will increase the volume of the message
- Pressing 55 decrease the volume of the message
- Pressing 6 will playback message faster
- Pressing 66 will playback message even faster
- Pressing 7 will rewind your message
- Pressing 8 will pause your message, and to resume press 8
- Pressing 9 will play message properties
- Pressing # will take you back to the “After Messages Menu”

## Setup Options

### Change Greetings- Press 1

- To re-record your greeting press 1
- Turn on alternate greeting press 2
- Edit other greetings press 3
- Help press 0
- To exit press \*

### Message Settings- Press 2

- Change message notifications press 1
- Menu Style press 2
- Private List press 3
- Help press 0
- To exit press \*

### Preferences- Press 3

- Change your PIN press 1
- Record your name press 2
- Directory Listing press 3
- For Help press 0
- To Exit press \*

### Transfer Settings- Press 4

- Change standard transfer rule press 1
- Alternate Transfer rule press 2
- Close transfer rule press 3
- For help press 0
- To exit press \*
- Help Press 0
- To Exit press \*



# Unity Voicemail Quick Reference Guide for Dallas County