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# CISCO UNITY CONNECTION VOICEMAIL MENU SUMMARY

STATE OF VERMONT

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## Cisco Unity Connection Voicemail Menu Summary

This is a summary that lists all menu choices available in the Cisco Unity Voicemail platform. This is only for use with voicemail boxes that are installed for VoIP Cisco phones.

**Logging into your mailbox:** To access your VoIP mailbox from your VoIP phone, press the Messages button on your phone; you will be prompted for your pin, press #.

**To check your messages remotely:** Call your desk phone, when voicemail picks up press \* you will be prompted for your ID which is your 7-digit phone number then press # you will be prompted for your pin, press # again.

**Alternate way to check your messages remotely:** Call 888-445-2144, when the voice mail system connects press \*; enter your 7-digit phone number then press # you will be prompted for your pin, press # again.

If you do not know your voicemail pin, contact the ADS Service Desk at 802-828-6620, option 1 or submit a LANDesk ticket through one of our links below:

- AHS, VSMS and TAX use LANDesk Self-Service: <https://itsupport.vermont.gov/>
- All others use explicit logon: <https://itsupport.vermont.gov/logon>

### TO PLAY NEW MESSAGES PRESS 1

- 1) repeat
- 2) save
- 3) delete
- 4) (during message playback) slow down playback
- 4) (after playback) reply
- 5) (after playback) forward
  - a) record announcement
  - b) press ## to toggle between name and number dialing
  - c) enter 7-digit phone number or last name
    - 91) add recipient
    - 1) mark urgent
    - 2) request return receipt
    - 3) mark message private
    - 4) schedule future delivery
    - 6) record introduction
    - 92) hear all & delete recipients
    - 95) copy yourself
    - \*) cancel
    - 0) help
  - d) after all desired options are set, press # to send
- 6) (during message playback) speed up playback
- 6) (after playback) mark message as new
- 7) (during message playback) skip back
- 8) to pause playback (any key to resume playback)
- 9) (during message playback) skip forward
- 9) message properties
- \*) cancel
- 0) help

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## TO SEND A MESSAGE PRESS 2

Spell the last and first name of recipient or distribution list then press # (for Q press 7, for Z press 9)  
**OR** to switch to number entry press ## and the seven-digit mailbox number of the recipient.

### OPTIONS:

- # to send the message
- 1) to mark it urgent
- 2) to request a return receipt
- 3) to mark it private
- 4) to schedule it for future delivery
- 5) to review your recording
- 6) to re-record the message
- 7) to add to the message
- 91) to add a name
- 92) to hear all names and to delete names
- 95) to copy yourself
- \*) cancel
- 0) help

## TO REVIEW OLD MESSAGES PRESS 3

### FOR SAVED MESSAGES PRESS 1

- 1) to repeat
- 2) to save it
- 3) to delete it
- 4) to reply
- 5) to forward it
- 6) to mark it new
- 7) to skip back
- 9) for message properties (plays envelope info)
- \*) cancel playing messages
- 0) help

# Cisco Unity Connection Voicemail Menu Summary

## TO REVIEW OLD MESSAGES PRESS 3 (continued)

### FOR DELETED MESSAGES PRESS 2

#### TO PLAY DELETED MESSAGES PRESS 1

- 1) repeat playback
- 2) restore as saved
- 3) erase
- 4) reply
- 5) forward
- 6) restore as new
- 7) skip back
- 9) message properties
- \*) cancel playing messages
- 0) help

#### TO (permanently) ERASE DELETED MESSAGES PRESS 2

- 1) delete
- 2) cancel
- \*) exit
- 0) help

## FOR SETUP OPTIONS PRESS 4

### TO CHANGE YOUR GREETINGS PRESS 1

- 1) re-record standard greeting
- 2) turn on alternate greeting
  - 1) set an end date and time for the greeting
  - #) to leave it on indefinitely
  - 0) help
- 3) edit other greetings
  - 1) standard
  - 2) closed
  - 3) alternate
  - 4) busy
  - 5) internal
  - 6) holiday
  - 0) help
  - \*) exit
- 4) play all your greetings
  - \*) exit
  - 0) help

## Cisco Unity Connection Voicemail Menu Summary

### FOR SETUP OPTIONS PRESS 4 (cont.)

#### FOR MESSAGE SETTINGS PRESS 2

- 1) message notification
  - 1) set/change pager
  - 2) set/change home phone
  - 3) set/change work phone
  - 4) set/change mobile phone
  - \*) exit
  - 0) help
- 3) menu style
  - 1) toggle between brief & full menus
  - \*) exit
  - 0) help
- 4) private lists
  - 1) hear private lists
  - 2) change the names of private lists, then select a private list by number (1-25)
  - \*) exit
  - 0) help

#### TO CHANGE MENU PREFERENCES PRESS 3

- 1) change your PIN, then enter new pin (minimum 4-digits), then enter new pin again
  - 0) help
- 2) to change your recorded name
  - \*) to keep name
  - OR** record first and last name at the tone, then press #, then \*
- 3) to change your directory listing status
  - 1) to change listing status (listed, not listed)
  - \*) exit
  - 0) help

# Cisco Unity Connection Voicemail Menu Summary

## FOR SETUP OPTIONS PRESS 4 (cont.)

### TO CHANGE TRANSFER SETTINGS PRESS 4

Please do not change transfer settings unless instructed to do so.

#### TO CHANGE THE STANDARD TRANSFER RULE PRESS 1

- 2) to toggle between transferring callers to another number or to voicemail
- 3) to change where callers are transferred to, then enter the new number
- 4) to enable personal call transfer rules
- \*) exit
- 0) help

#### TO CHANGE THE ALTERNATE TRANSFER RULE PRESS 2

- 1) enable
- 2) to send callers to voicemail
- 3) to change where callers are transferred to, then enter the new number
- 4) to enable personal call transfer rules
- \*) exit
- 0) help

#### TO CHANGE THE CLOSED TRANSFER RULE PRESS 3

- 1) enable
- 2) to send callers to voicemail
- 3) to change where callers are transferred to, then enter the new number
- 4) to enable personal call transfer rules
- \*) exit
- 0) help

#### TO CHANGE THE PERSONAL TRANSFER RULE PRESS 4

- 2) transfer all calls to voicemail
- 3) transfer all calls to a phone number
- 6) forward all calls to Cisco Unity Connection
- 7) turn all call routing rules off
- \*) exit
- 0) help