




FEBRUARY 9, 2017

CISCO UNITY CONNECTION VOICEMAIL MENU SUMMARY

STATE OF VERMONT

Dawn M. Carrillo
Department of Information and Innovation
VoIP Project



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, please contact DII Service Desk for assistance. 802-828-6620 or 855-828-6620, option 1 or email ADS.ServiceDesk@vermont.gov.

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

Cisco Unity Connection Voicemail Menu Summary

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