



# **Cisco Unity Connection Voicemail User Guide**

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# CISCO UNITY VOICEMAIL USER TRAINING GUIDE

## Getting Started

### Initialize Mailbox

To set up your mailbox from your telephone

- Obtain dial tone (optional)
- Enter default password: **Default: 123456** then **#**
- Record your name
- Record your greeting
- Change your password \* **see note**
- \*Optional (Confirm directory listing status)

#### Password Best Practices:

- **Avoid using same digits more than twice in a row (example 123123)**
- **Avoid using fewer than three different digits (18181)**
- **Do not use your phone number**

When you hear “Thank you, you have finished enrollment” you have successfully initialized your mailbox. If you hang up before you have completely enrolled, none of your changes are saved and the enrollment conversation plays again the next time you log on to Unity Connection.

### Internal Login

To access your mailbox from your telephone

- Obtain dial tone (optional)
- Press Messages key or dial **2-2000**
- Enter password and **#**

### External Login

To access your mailbox from outside your office:

- Call your Voicemail phone number of: **780-492-2000** or
  - Dial your own number and when you hear your greeting
- Press \* (star)
- You will hear the following: “Enter you ID (Mailbox number) followed by pound (#)”
- You will hear the following: “Enter your password followed by pound”

# Mailbox Commands

These commands are very similar if not the same commands that you are used to with the exception of:

## Password Change (prompt sequence 4 – 3 – 1)

To use Mailbox Commands to change your password

- Log into your mailbox
- Press **4** Setup options
- Press **3** Personal settings
- Press **1** Change password
- Follow the prompts to change your password

## Record Greeting (prompt sequence 4 - 1 – 1)

To use Mailbox Commands to record an external greeting that will play to all callers

- Log into your mailbox
- Press **4** Setup options
- Press **1** Greetings
- Press **1** to change your standard greeting
- Follow the prompts to change your greeting

Other Greeting choices: Alternative, Busy, Internal and Closed

## Change Recorded Name (prompt sequence 4-3– 2)

To use Mailbox Commands to re-record your name for mailbox identification

- Log into your mailbox
- Press **4** Setup options
- Press **3** Personal settings
- Press **2** Change recorded name
- Follow the prompts to change your recorded name

# Messages

The message waiting light on your telephone will indicate that you have new messages in your mailbox. When you log into your mailbox you may hear the optional message summary which tells you the number of new messages and if any messages are marked 'urgent'.

**Note:** It is important to clear out your mailbox by deleting your heard messages

## Play Messages

Main Commands in your mailbox

- Log into your mailbox
- Press **1** to play current / new messages
- Press **3 1** to play saved messages
- Press **9** to save a message after listening to it
- Press **7** to delete the message (must be at the end of a message to delete it)

# Retrieve Messages

## During Message Review

Commands to use while listening to a message

- Press 1 to Rewind within the message
- Press 3 to Fast-forward within the message
- Press 2 to Pause/Resume the message
- Press 4 for Slow playback of the message review (speech is slower)
- Press 6 for Fast playback of the message review (speech is faster)
- Press 5 to Play message properties
  - Time message was left
  - Date message was left
  - Name and number of who left message if internal
  - Number of who left message if external
- Press 7 to Decrease volume
- Press 9 to Increase volume
- Press 8 to Reset volume
- Press # to Skip message

## After Message Review

Commands to use after listening to a message

- Press 1 to Skip back
- Press 4 to Replay message
- Press 5 to Play message properties
- Press 6 to Forward a message
- Press 7 to Delete the message
- Press 8 to Reply
  - Press 8 8 to Call the user
- Press 9 to Save/Restore as saved
- Press # # to Save as new/Restore as new

## Forward a Message

To send a copy of a message in your mailbox to another mailbox with or without an introduction

- Press **6** at the end of the message
- Enter the **mailbox number** and press the # key
- Confirm mailbox by pressing #
- To add another mailbox, press **1**
- To **record** an introduction, press **2**
- For message options, press **1**
- To forward the message as is, press #
- Press **7** to **delete** the original message

## Reply to a Message

To reply to the sender of a message in your mailbox

- Press **8** at the end of the message
- Record reply and press #
- Press # to send or press **1** for message options
- Press **7** to delete the original message  
(Or press 88 for live reply if available)

## Send a Message

You can use your mailbox to record and send a message to one or multiple mailboxes. You can use the Mailbox Options to mark the message as urgent, private, acknowledge receipt, or timed delivery.

To record a message from within your mailbox and send to one or multiple mailboxes

- Log into your mailbox
- Press **2** to Send a message
- Record and address the message
  - Press **#** to Send now
  - Press **1** to Add name
  - Press **3** for Message options
    - Press **1** to Change address
    - Press **2** to Change recording
    - Press **3** to Set special delivery
    - Press **4** to Review message
    - Press **#** to Send

## Transfer Caller to a Mailbox

To transfer a caller to a mailbox

With the caller on the line:

- Press the Trans Key
- Dial 22000
- Press the star ( \* ) key
  - You will not hear any prompt
- Enter the destination mailbox number
- Press the trans key immediately to allow the caller to hear the complete greeting

## Set up Menu Style

- To change your message menu prompts
- Press **4** Setup Options
- Press **2** message settings
- Press **3** Change menu style to Brief or full prompts

# Voicemail via WEB Interface

## About PCA (Personal Communications Assistant)

The Personal Communications Assistant (PCA) helps you manage your voice mail setting, such as greetings, call transfer and message notification.

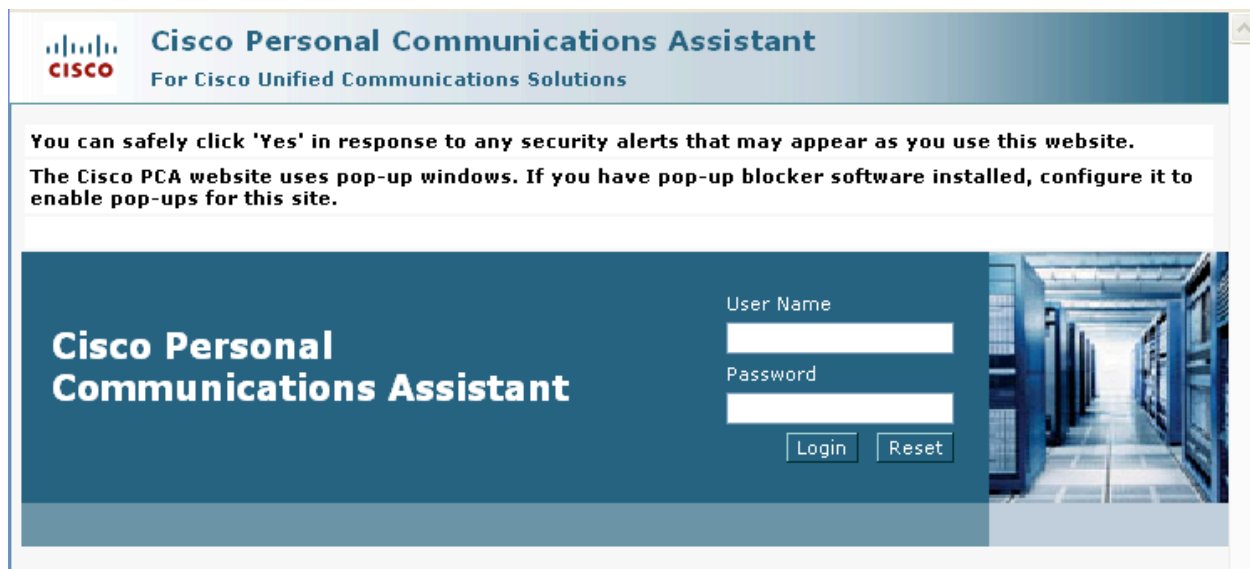
The Personal Communications Assistant (PCA) is a website you access by using Internet Explorer.

## Logging into PCA

- Start Internet Explorer
- Enter URL <https://unity-gsb.voip.ualberta.ca/ciscopca>
- Your Personal Communications Assistant (PCA) web page appears as follows:

## Log-In Page

- Enter your User Name: [contact\\_telecom@ualberta.ca](mailto:contact_telecom@ualberta.ca) for your user name
- Enter your Password: [contact\\_telecom@ualberta.ca](mailto:contact_telecom@ualberta.ca) for password

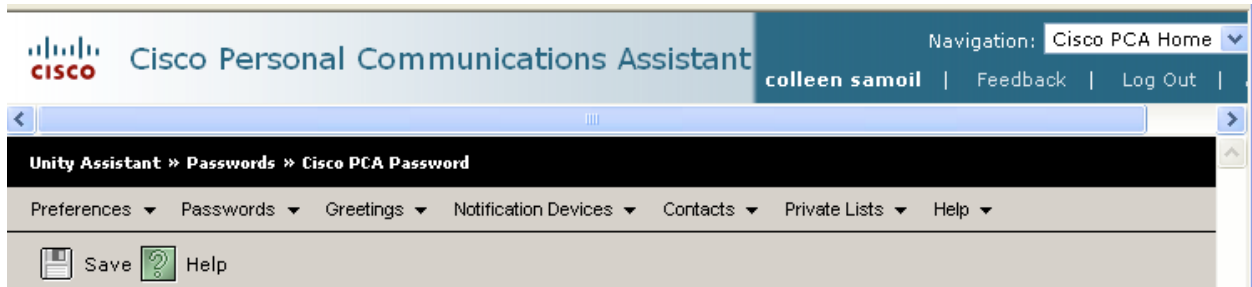


Cisco PCA lets you access the following Cisco Web tool(s):

- Cisco Unity Assistant
  - Cisco Unity Assistant (PCA) contains settings that control how you and your callers interact with your voice mailbox. The options available are:
    - Preferences
    - Passwords
    - Greetings
    - Notification Devices
    - Contacts
    - Private Lists
- Cisco Unity Inbox

- The Cisco Unity Inbox lets you listen to, compose, reply to, forward, and delete voice messages.

## Cisco Unity Assistant



### Preferences

Personal preferences control the information about you as a user on Cisco Unity Connection and some of the choices you make interacting with the system.

#### Personal

Add an Alternate name spelling, record name and directory listing.

#### Phone Menu

Set your preference for mailbox functionality.

#### Message Playback

Modify your message playback options.

#### Transfer & Screening

In this section you can select call transfer and screening options. Usually this is not available to the end user and parameters are set at the administration level. You can enable and disable greetings from here as well.

### Passwords

You have a couple of passwords that can be changed here, your phone password and your website access (PCA)



## Greetings

### View Greetings

- Enable and disable greetings to customize greeting functionality
- Change greeting source; personal or prerecorded messages
- Record greetings with an interactive computer and phone interface

### Types of Greetings

- Standard Greeting:  
This greeting is always selected. This greeting plays during the hours specified by your administrator. This is the greeting that you recorded when you set-up your voice mail box.
- Alternate (previously extended absence)Greeting:  
When enabled this greeting plays to indicate special circumstances, such a when you are on vacation.  
When this greeting is selected, each time you log on to your mailbox you will be notified and asked if you would like to continue to have the alternate greeting play.
- Busy Greeting:  
When enabled this greeting plays when you are on the telephone.
- Internal Greeting:  
When enabled this greeting plays only to people within your organization.
- Closed (Off Hours), Greeting:  
When enabled this greeting plays during your non-work hours specified by your system administrator.

## Notification Devices

Notification enables you to have the voice mail system call you to advise you of new messages when you are away from the office. In this section you are able to create a schedule and select a device for out call notification (pager, cell phone, etc.).

## Contacts

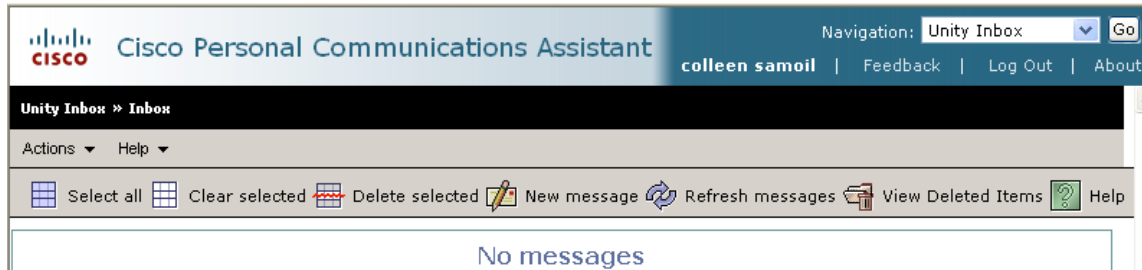
Unity Connection uses the information in your personal contacts to forward your incoming calls and to help you place outgoing calls. It also uses your personal contacts to identify the people who call you.

## Private Lists

These are lists that you can create to send the same message to more that one person. In this section you can record a name for the list and add names to the list. When you are in your mailbox you can send a message to this list and the message will be delivered to all member of the list.

## Unity Inbox

- From the Navigation panel in the upper right hand corner
- Select Unity Inbox from the drop down
- Click Go
- The following window appears



## E-Mail

Cisco Unity Connection allows licensed users to use a third-party IMAP client to access voice messages from their desktop machines. Currently, it is possible only to play voice messages with the IMAP client: there are no replies or forwarding capabilities.

Passwords are not synchronized between IMAP clients and the Cisco PCA.

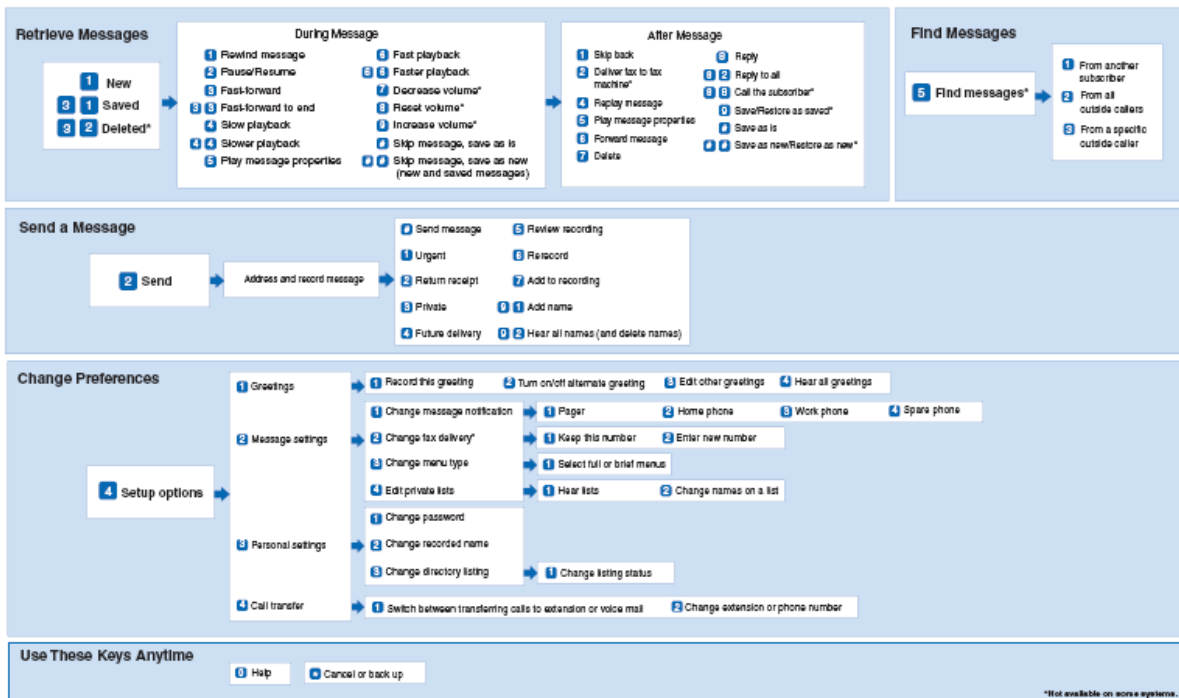
## System Information

### Did you know...?

- The access number to Voice Mail from an outside location is **780-492-2000**
- To access Cisco Unity from a telephone within your organization, press the **Messages** key
- Your new password must have a minimum of **6** digits
- You have **3** invalid login attempts before your mailbox is disabled
- Each message you leave or receive can be up to **2** minutes
- The maximum recorded name length is **15** seconds
- Maximum greeting length is **120** seconds

# Unity at a glance

## Flowchart (Octel prompts)



# Menus and Shortcuts

## Flowchart



### Cisco Unity Phone Menus and Shortcuts

Published March 6, 2006

This card lists the most frequently used Cisco Unity menus and shortcut keys for managing messages and personal options by phone. (See back of card for technical support information.)

### Accessing Cisco Unity

1. Call Cisco Unity.

From your desk phone, dial:

\_\_\_\_\_

\_\_\_\_\_

From another phone within your organization, dial:

\_\_\_\_\_

\_\_\_\_\_

From outside your organization, dial:

\_\_\_\_\_

\_\_\_\_\_

2. If you are calling from another phone within your organization or from outside your organization, press \* when Cisco Unity answers.
3. If prompted, enter your Cisco Unity ID (usually your desk phone extension), and press #.
4. Enter your password, and press #.

### Main Menu

Key	Task
1	Hear new messages
2	Send a message
3	Review old messages
4	Change setup options
41	Change greetings
412	Turn on/off alternate greeting
421	Change message notification
423	Choose full or brief menus
431	Change phone password
432	Change recorded name
5	Find messages <sup>*</sup>
51	Find messages from a subscriber <sup>*</sup>
52	Find messages from all outside callers <sup>*</sup>
53	Find messages from a specific outside caller <sup>*</sup>

<sup>\*</sup>Not available on some systems.

### During Message Menu

While listening to a message, press:

Keys	Task	Keys	Task
1	Rewind message five seconds	6	Fast playback
2	Pause/Resume	66	Faster playback
3	Fast-forward five seconds	7	Decrease volume <sup>*</sup>
33	Fast-forward to end	8	Reset volume <sup>*</sup>
4	Slow playback	9	Increase volume <sup>*</sup>
44	Slower playback	#	Skip message, save as is
5	Play message properties	##	Skip message, save as new (new, saved messages)

<sup>\*</sup>Not available on some systems.

### Shortcuts for During Message Menu

While listening to a message, press:

Keys	Task
332	Deliver fax to fax machine <sup>*</sup>
334	Restart message
335	Play message properties
336	Forward
337	Delete
338	Reply
3382	Reply to all
339	Save/Restore as saved <sup>*</sup>

<sup>\*</sup>Not available on some systems.

### After Message Menu

After listening to a message, press:

Keys	Task
1	Rewind five seconds from end of message
2	Deliver fax to fax machine <sup>*</sup>
4	Replay message
5	Play message properties
6	Forward message
7	Delete
8	Reply
82	Reply to all
88	Call the subscriber <sup>*</sup>
9	Save/Restore as saved <sup>*</sup>
#	Save as is
##	Save as new/Restore as new <sup>*</sup>

<sup>\*</sup>Not available on some systems.

### Send Message Menu

After addressing and recording, press:

Key(s)	Task
#	Send message
1	Mark urgent
2	Request return receipt
3	Mark private <sup>*</sup>
4	Request future delivery
5	Review recording
6	Rerecord
7	Add to recording
91	Add name
92	Hear all names (and delete names)
*	Cancel message

<sup>\*</sup>Some systems may offer private and secure delivery.