

Cisco Unity Voice Mail-

Unity Voice Mail is a voice storage and message system. It will answer your calls, deliver your personal greeting and take messages for you. Unity Voice Mail is a combination of computer hardware and software. Each voice mailbox is unique and private and is associated with an extension number. Unity Voice Mail is offered to faculty and staff at no cost. To request Unity Voice Mail, call the NeTel Business Office at extension 4541.

First time users should pay special attention to the following:

- 1- **Passwords.** Depending on how you requested your Unity voice mail to be configured, you could have (2) passwords. One for telephone access and one for email integration. Both passwords will need to be configured independently when you access your mail box for the first time. Once in the telephone access portion and once in the webmail portion. See sections 1.1 and 2.2 of this document.
- 2- **Messaging Waiting Lamp.** Your Message Waiting Indicator (MWI) will flash until you access and set up your Unity voice mail with a greeting and user name. See section 1.4 of this document.
- 3- **Forwarding calls to Unity voice mail.** Unity voice mail has a different phone number than Rolm PhoneMail. You can no longer forward your phone to 6900. You **MUST** forward your phone to 6990 if you want caller to leave you a message. Your voice mail forwarding is configured the same as it was with Rolm PhoneMail. If your calls automatically forwarded to PhoneMail before, they will now forward automatically to Unity voice mail. If you manually forwarded your calls to PhoneMail (#9 6901) you will now forward your calls to Unity voice mail (#9 6990).
- 4- **Listen to the prompts.** There is no button table template with Unity voice mail. The template on your RolmPhone is no longer valid. Unity does not provide a button table template. Simply listen to the prompts or use section 1.5 of this document as a guide.

The following instructions will help you in using the new Unity Voice Mail system.

1.1 TO ACCESS THE UNITY VOICE MAIL SYSTEM FROM A TELEPHONE:

From your own phone-

Dial 6990.

Listen to the prompts and follow instructions.

The first time you enter your voice mail box, your default password will be the same as your extension number. You will be required to change your password.

You will also want to follow the instructions to set up your name and personal greeting.

From another phone-

Dial 6990.

As soon as Unity answers, press the * key on your keypad.

Listen to the prompts and follow instructions.

Your ID is the phone number of your voice mail box.

Your password is the same as your phone number. (change as soon as possible)

From off campus-

Dial 282-6990.

As soon as Unity answers, press the * key on your keypad.

Listen to the prompts and follow instructions.

Your ID is the phone number of your voice mail box.

Your password is the same as your phone number. (change as soon as possible)

1.2 TO FORWARD YOUR PHONE TO UNITY VOICE MAIL:

If your phone is a Rolm Phone-

Pick up your handset and dial #9 6990

Hang Up

If your phone is a Cisco IP Phone-

Press the CFwdALL soft key

Press the Envelope Icon key on your phone

TO REMOVE FORWARDING TO UNITY VOICE MAIL:

If your phone is a Rolm Phone-

Pick up your handset and dial ##9

Hang Up

If your phone is a Cisco IP Phone-

Press the CFwdALL soft key

1.3 TO TRANSFER A CALLER TO SOMEONE'S UNITY VOICE MAIL:

If your phone is a Rolm Phone-

If you receive a call for someone and the caller wants to leave a message.

Ask the calling party to wait.

Press the XFER key.

Dial 6991+ the Extension of the person they want to leave a message for.

Listen for Unity Voice Mail to answer.

Hang Up

If your phone is a Cisco IP Phone-

If you receive a call for someone and the caller wants to leave a message.

Ask the calling party to wait.

Press the Transfer Soft Key.

Dial 6991+ the Extension of the person they want to leave a message for.

Listen for Unity Voice Mail to answer.

Hang Up.

1.4 TO SET UP YOUR MESSAGE WAITING INDICATOR (MWI):

If your phone is a Rolm Phone-

If you previously had Rolm PhoneMail it is configured to work with that system.

You will need to re-configure your phone for Unity Message Waiting.

Pick up your handset and dial ##3 0 6990

Hang Up.

Your Message Waiting Button is now configured for Unity Voice Mail.

If your phone is a Cisco IP Phone-

If you have a Cisco IP Phone your Message Waiting Lamp is already set up for you.

NOTE:

Your Message Waiting Indicator will remain lit until you set up your voice mail box for the first time.

1.5 UNITY VOICE MAIL SHORT CUT KEY STROKES:

Main menu:

Action	Key(s)
Hear new messages	1
Send a message	2
Review saved messages	3 1
Review deleted messages	3 2
Change setup options	4
Change greetings	4 1
Turn alternate greeting on or off	4 1 2
Edit other greetings	4 1 3
Change message notification	4 2 1
Choose full or brief menus	4 2 3
Add/Change Distribution Groups	4 2 4
Change phone password	4 3 1
Change recorded name	4 3 2
Change call transfer	4 4
Cancel	*

While listening to a message:

Action	Key(s)
Restart message	1
Play message by number (saved messages only)	1 2
Play previous saved message	1 4
Play next saved message	1 6
Save	2
Delete	3
Slow playback	4
Change volume	5
Fast playback	6
Rewind message	7
Pause or resume	8
Fast-forward	9
Fast-forward to end	#
Restore as saved	# 2
Reply	# 4
Reply to all	# 4 2
Forward message	# 5
Save or restore as new	# 6
Play message properties	# 9
Skip message, save as is	# #
Cancel or back up	*
Help	0

After listening to a message:

Action	Key(s)
Replay message	1
Play message by number (saved messages only)	1 2
Play previous saved message	1 4
Play next saved message	1 6
Save or restore as saved	2
Delete	3
Reply	4
Reply to all	4 2
Forward message	5
Save or restore as new	6
Rewind	7
Play message properties	9
Save as is	#
Cancel or back up	*
Help	0

After recording and addressing a message:

Action	Key(s)
Send message	#
Add name	1
Change addressing	3 1
Change recording	3 2
Set delivery options	3 3
Mark message urgent	3 3 1
Request return receipt	3 3 2
Mark message private	3 3 3
Mark message urgent and private	3 3 3 1 3
Review recorded message	3 4

2.1 TO ACCESSS UNITY VOICE MAIL USING EMAIL:

Unity Voice Mail is not a traditional voice mail system. Not only does it have the voice mail features you would expect, it also has an email server built in.

When your voice mail is configured for the first time by NeTel, it *is not* set up with email. It is configured with traditional voice mail features only. If you are interested in email integration, you will need to make a work order request to the NeTel Business Office at x4541, or you can submit an on-line work order at <http://isu.edu/netel>

Email integration will:

- Send an email notification to your campus email address each time a new voice mail message is left on your phone.
NOTE: Do not use the web portal to access your voice mail. (1) There is a system problem with the URL link provided in the email notification. (2) For security purposes, the portal cannot be accessed from off-campus. It is recommended that you use the IMAP integration to retrieve messages.
- Allow you to access and listen to your voice mail on your PC using an IMAP email client configured with the following settings:
 - o Outgoing SMTP Server = alliance.netel.isu.edu - Port 8025
 - o Server Name = alliance.netel.isu.edu
 - o Unity email address = your campus user name @netel.isu.edu
 - o Unity user name = your 4-digit extension number
 - o **Your default password is the same as your phone number. (*change your PCA password as soon as possible*) See section 2.2**

2.2 TO CHANGE YOUR EMAIL PASSWORD:

Using your web browser go to <https://alliance.netel.isu.edu/ciscopca> and enter your user name and password. Your default user name is your extension number and your default password is your extension number. Select Cisco Unity Assistant. Use the pull down menu bar titled Passwords. Select PCA Password. Change your password.

NOTE: For security purposes, this can only be done from an on-campus network connection.