INFORMATION TECHNOLOGY DIVISON

SAN JOSE STATE UNIVERSITY

(408) 924-1530

Unity VoiceMail User Guide:

Use These Keys Anytime During any Changes

KEY	TASK	KEY	TASK
*	Cancel or back up	#	Skip or move ahead

FIRST TIME YOU LOG IN

To Enroll on Cisco Unity:

Step 1 Call in to Unity
(408) 924-6800

Step 2 Enter a password. (Default password is 1234)
Step 3 Please follow system instructions for the following:
• Record your name. • Set a new password. • Record your greeting.
Step 4 Please wait until you hear "You Have Finished Enrollment" then hang up.

To Check Messages from outside the office:

Step 1 Dial the Main Number 1 (408) 924-6800
Step 2 When the greeting begins to play, Press *
Step 3 Enter your extension number, then press #.
Step 4 Enter your password then press #

To Change Your Recorded Name:

Step 1 Press the Message button and log on.
Step 2 Press 4 >3 >2.
Step 3 At the tone, record your name, or press * to keep the current recording.

Use These Keys as You Record

KEY	TASK	KEY	TASK
8	**Pause or Resume**	#	**End Recording**

To Change Your Password:

Step 1 Press the Message button and log on.
Step 2 Press 4 >3 >1.
Step 3 Enter a new password and press #.
Step 4 Enter the new password again to confirm it and press #.

To Record a Greeting:

Step 1 Press the Message button and log on.
Step 2 Press 4 > 1 > 1.
Step 3 After Cisco Unity plays your current greeting, press 1 to rerecord it, or press 3 to record a different greeting, choose the greeting, then rerecord it.

To Enable or Disable a Greeting:

(You can enable or disable only your alternate greeting by phone.)

Step 1 Press the Message button and log on.
Step 2 Press 4 >1 >1.
Step 3 After Cisco Unity plays your current greeting, press 2 to enable or disable your alternate greeting.
Note: When your alternate greeting is enabled, it overrides all other greetings.

To Reply to a Message:

Step 1 After listening to the message, press 4.
Step 2 Record your reply.
Step 3 Press # to send the reply, or press 1 for message options.
Message Options are the same as above.
Step 4 Follow the Cisco Unity conversation to handle the original message.

To Forward a Message:

Step 1 After listening to the message, press 5.
Step 2 Follow the Cisco Unity conversation to address the forwarded message.
Step 3 Press # to forward the message as is, or press 2 to record an introduction, or press 3 for message options.
Step 4 Press # to forward the message as is, or press 1 for message options.
Message Options are the same as above.

During Message Menu and Shortcuts (Standard Conversation)

While listening to a message, press:

Action	Key(s)
Restart message	1
Play previous message	1 4
Play next message	1 6
Save	2
Delete	3
Forward message	5
Slow playback	6 4
Fast playback	6 6
Rewind message	7
Pause or resume	8
Fast-forward	9
Fast-forward to end	#
Cancel or back up	*