



Unity Express Voice Mail

First Time Enrollment in Unity Express Voice Mail

The first time enrollment conversation plays automatically when you call Cisco Unity Voice Mail for the first time. Cisco Conversation will easily guide you through the process of:

- *Making a recording of your first and last name.*
- *Record a greeting that outside callers hear when you do not answer your phone.*
- *Change your phone mailbox password.*
- *Choose whether to be listed in the directory. (When you are listed in the directory, callers who do not know your extension can reach you by finding your name in directory assistance.)*

*Note: The default password during first time enrollment is **369369#**.*

Simply listen carefully to Cisco Conversation and respond as prompted. You will find setting up your mailbox quite easy.

Access Unity Express Voice Mail

Remember, you must enroll in Unity Voice Mail before you can check your voice mail messages!!

To access your voice mail from your phone, press the **Message** button (Speaker will be activated) or lift the handset and press the **Message** button. Enter your password followed by #. **Note:** Listening to voice mail messages on the speaker could be disruptive to those sitting closely in your work area.

To access your voice mail from an external phone:

1. Dial your phone number.
2. When you hear your voice message press *.
3. When prompted to enter your ID, enter your 4-digit extension number (last four digits of your phone number), followed by #.
4. Enter your voice mail password followed by #.

OR

If your phone is forwarded to voice mail or programmed to forward to voice mail when busy or unanswered you may:

1. Dial your own 7-digit telephone number.
2. When you hear a voice message press *.
3. When prompted to enter your ID, enter your 4-digit extension number, followed by #.
4. Enter your voice mail password followed by #.

To access your voice mail internally from someone else's telephone or if you have a mailbox only without a telephone:

1. Press the Message Key.
2. Press *.
3. When prompted to enter your ID, enter your 4-digit extension number, followed by #.
4. Enter your voice mail password followed by #.

Greeting Types

Alternate Greeting – Overrides all greetings

Standard Greeting – Always plays unless it is overridden by another greeting.

Recorded Greeting Options:

Login to voice mail. Press 4 1. After you listen to your current greeting, select one of the following:

- Press 1 to **Hear and Re-record** greeting (press # when finished recording)
- Press 2 to **Enable** or **Disable** alternate greeting
- Press 3 to **Record** or **Edit** a different greeting (Alternate, Busy, Internal, Standard)
- Press 4 to **Review** all of your greetings
- Press 0 for **Help**
- Press * to **Exit**

To Change Your Password

Login to voicemail. Press 4 3 1. Enter your new password and press #. Re-enter your new password and press # to confirm.

To Change Your Recorded Name

Login to voicemail. Press 4 3 2. At the tone, record your name or press * to keep the current recording. When finished, press #.

To Check Messages

Login to voice mail. Press 1 to hear new messages. Press 3 to review old messages, then press 1 to hear saved messages.

While Listening to Messages

- Press 1 to **Restart** message
- Press 2 to **Save** message
- Press 3 to **Delete** message
- Press 4 to **Slow Playback**
- Press 6 to **Fast Playback**
- Press 7 to **Rewind** (5 seconds)
- Press 8 to **Pause**
- Press 9 to **Fast Forward** (5 seconds)
- Press # to go to **End of Message**

After Listening to Messages

- Press 1 to **Replay** message
- Press 2 to **Save** message
- Press 3 to **Delete** message
- Press 4 to **Reply** to message
- Record message, press # when finished
- Press # to send message or press 1 for message options; then press #
- Press 5 to **Forward** message
- Follow Cisco Unity conversation to forward message. Press ## to switch number entry
- Press 2 to record introduction
- Press # when finished
- Press # to send message or press 1 for message options; then press #
- Press 7 to **Rewind** (5 seconds)
- Press 9 to **Play Message Properties**

Convenience Feature –

To Transfer a Call Directly to Voice Mail:

1. During a call, press the Transfer soft key.
2. Enter * and the mailbox number you wish to transfer to.
3. Press Transfer.

Note: Caller is connected to the greeting of the mailbox subscriber.

Voice Mail Guidelines

Messages:

Voice mail should be checked at the earliest convenience, upon returning from an absence or upon notification that messages are waiting. For traveling employees, voice mailboxes should be checked a minimum of three times per day. Calls should be returned within the same business day whenever possible; within 24 hours is acceptable when circumstances dictate. Returning calls promptly increases your callers' willingness to leave a message.

Greetings:

Outgoing greetings should be updated to reflect the employee's current status. Traveling employees may record a weekly greeting describing that week's activities. Employees on vacation or sick leave should record a message that indicates the planned date of return. **Greetings that include a time reference strengthen the credibility of the system and will increase confidence that the call will be returned.** Greetings should be professional. Profane or obscene language will not be tolerated. Examples of appropriate greetings are included in this handout.

Mailbox Security (passwords):

Mailboxes should **always** be password protected. Your password is created when you first initialize your mailbox. Your mailbox password can be changed at any time. Keep your password in a safe place and avoid giving it to co-workers. Choose a password that is easy for you to remember but hard for others to guess. Avoid frivolous passwords such as 1234 or IIII. Depending on your voice mail system, your password is usually between 4 and 16 digits in length.

Your mailbox password is used to keep your voice messages private. If someone else knows your password, they can access your mailbox and listen to or delete your messages. They may also be able to access your voice mail system and use it fraudulently. As a courtesy to others, unless you have a private office, do not listen to voice mail messages on the speakerphone.

It is recommended that you change your mailbox password on a regular basis, for example, every 60 to 90 days. Your company may choose to extend the time between password changes. By changing your password regularly, you decrease the likelihood that someone will discover your password, and if someone does, that password would only work for a limited period of time.

Custom Operator Assignment:

If you elect to include the "0" out option in your greeting, it is important that you keep the "0" out destination current. Having the "0" out option will give your callers the option to speak with one of your assistants or colleagues.

Mailbox Maintenance:

Messages should be deleted as soon as the information is no longer useful. Failure to delete messages in a timely manner will result in a "full" mailbox which will result in restrictions as to what you can do while logged in to voice mail. Improper mailbox maintenance could result in loss of use.

Voice Mail Greetings Examples

Basic Standard Greeting:

“Hello, this is (Your Name) with (Your Company Name). Today is (Day of Week and Day of Month). I am in the office today, however, I must be on my phone or away from my desk. At the sound of the tone, please leave your name, number, and a brief message and I will return your call as soon as possible. (Optional) – If you need immediate assistance, please press “0” and your call will be directed to someone that can help you. Thank you for calling.”

Temporary/Alternate Out of the Office Greeting:

“Hello, this is (Your Name) with (Your Company Name) and this message is for (Day of Week, Day of Month). I will be away from my office this morning from 8:30 until 11:00 to attend a meeting. Please leave your name, number, and a brief message and I will call you back upon my return. (Optional) – If you need immediate assistance, please press “0” and your call will be directed to someone that can help you. Thank you for calling.

Extended/Alternate Out of the Office Greeting:

“Out of office alert. Hello, this is (Your Name) with (Your Company Name). This message is for the week of (Month and Day). I’ll be out of the office all day on Monday and Tuesday, but will return by noon on Wednesday. I’ll be in the office the remainder of the week. I’ll be checking messages regularly so please leave a brief message and I’ll return your call at my earliest opportunity. (Optional) – If you need immediate assistance, please press “0” and your call will be directed to someone that can help you. Thank you for calling.

Vacation/Alternate Greeting:

“Vacation Alert. Hello, this is (Your Name) with (Your Company Name). I will be on vacation from (Month and Day) until (Month and Day) and will not be checking messages. If your message is of an urgent nature, please press “0” and your call will be directed to someone that can help you. If you prefer to leave a message, please do so at the sound of the tone and I will return your call upon my return on (Month and Day).

NOTE: Starting your greeting with “Vacation Alert” or “Out of Office Alert” will encourage callers to listen to your entire greeting. Many callers are aware that they can press # at the beginning of a greeting to skip to the sound of the tone. This short-cut can result in callers not being informed of your current status.