



Initial Setup of Unity Messaging Voice Mail

To access voice mail from your phone:

Press the **Envelope/Messages** button OR dial the internal extension **2730**.

You will hear “**Enter your password, followed by #.**”

At the prompt, enter your **password** (Your initial password: **9315402722**), then press the # key.

To access voice mail from another extension:

Dial the internal extension **2730**, then *.

You will hear “**Enter your ID, followed by #.**”

At the prompt, enter your **mailbox number** then press the # key.

You will hear “**Enter your password, followed by #.**”

At the prompt, enter your **password** then press the # key.

To access voice mail from outside the campus:

Dial the external number **931-540-2730**, then *.

You will hear “**Enter your ID, followed by #.**”

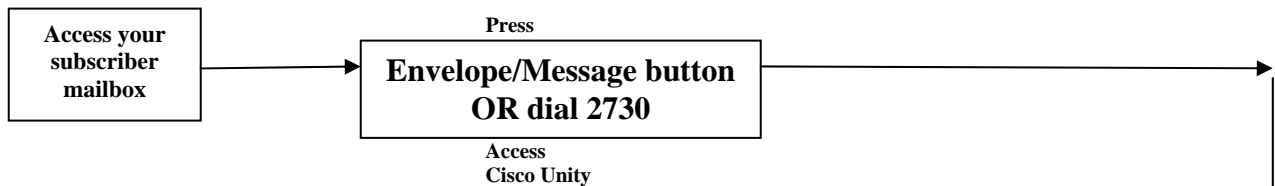
At the prompt, enter your **mailbox number** then press the # key.

You will hear “**Enter your password, followed by #.**”

At the prompt, enter your **password** then press the # key.

Initial Voice Mail Setup

When you setup your mailbox for the first time, you will be prompted to **record your name**, record your **personal greeting** and change your **password**. The following information should assist you in setting up your mailbox.



Unity provides step-by-step voice instructions to guide you through these features. Upon accessing your mailbox, you will hear:

Enter your password, followed by #. [NOTE: Your initial password is **9315402722**.]

Welcome to Cisco Unified Communications! Please take a moment to personalize or update your Cisco Unity settings. To exit, press *.

Record your name: [NOTE: This is NOT your personal greeting, but simply your name.]

[Next, you will hear:]

A recorded name identifies you to other callers. It also lets others know who left a message.

You have no recorded name [Once your name is recorded, you will hear: Your recorded name is...].

To keep the recorded name, press #. To record a new name, say your first and last names at the tone. Then press #.



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Record personal greeting:

[Next, you will hear:]

When callers cannot reach you, they may leave a message. A personal greeting encourages callers to leave a message.

Your standard greeting is "Sorry, [RecordedName] is not available."

[NOTE: If you did not record your name, you will hear: "Extension [YourExtension] is not available."]

To re-record this greeting, press 1. To keep it and continue, press #.

Change your password:

[Next, you will hear:]

A password protects the privacy of your messages. Your password must be at least 4 digits long. Use a password that is easy to remember, but hard for others to guess. For extra security, you may be prompted to change your password periodically.

Enter your new password followed by #. For help, press 0.

Enter your new password again to confirm it then press #.

Your new password is active.

Please note:

The complete Unity User's Guide may be viewed under Telecommunications at <http://www.columbiastate.edu/it>

Additional questions can be addressed via email to HelpDesk@ColumbiaState.edu.