

## Forward a message

1. After listening to the message, press 5
2. Follow the Cisco Unity instructions to address the forwarded message
3. Press # to forward the message as is, or press 2 to record an introduction, or press 3 for message options

## Transfer a call to voicemail

1. Press the Transfer soft key
2. Press \* key on the dial pad
3. Then enter desired extension number followed by the # key
4. Press the Transfer soft key immediately to complete the transfer.

Note: You cannot forward messages to an external number outside of our system. You can only forward voicemails to other internal extensions.

## Leave messages directly in mailbox

1. Pick up the handset or press the speaker button and press the \* key.
2. Enter the mailbox number followed by the # key.
3. Press the # key to record your message or wait for the tone.
4. Press 1 to send the message.
5. To listen to the message Press 3, to re-record Press 4, to add to the message, Press 5, or press 6 to cancel the message

## Message Options

- 1 = Change addressing
- 2 = Change recording
- 3 = Set special delivery
- 4 = Review message

# Taft College

## VOICE MAIL

## INSTRUCTION SUPPLEMENT



## Help Desk

29 Emmons Park Drive  
Taft, CA 93268

Phone: (661)763-7737

Email: [helpdesk@taftcollege.edu](mailto:helpdesk@taftcollege.edu)



Information Technology Services

## Initial Setup

1. Press the Messages envelope key.
2. Enter the default password "159357" followed by the # key.
3. Follow the prompts to set up your voicemail name and message.

Note: The password created must be 4+ digits long (the password cannot be your extension number)

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## Accessing Voicemail

The red light on your telephone handset lights up when you have a new voicemail message. At the bottom of your telephone display, you will see the number of new messages you have received.

Use these keys anytime during any changes.

- \* = Cancel or back up
- # = Skip or move ahead

1. Choose one of the following methods to enter the voicemail system: Press the Messages button or dial 7910. If you dialed from someone else's phone, press \* when Cisco answers. For external access to the voicemail system, dial 763-7910.
2. Once you have entered the system, login: Enter your ID# (same as your four digit extension), if required, then press #. Enter your password (or 159357 if this is your first time) and press #.

### TO LOG ON FROM OUTSIDE THE SYSTEM:

- Dial voicemail pilot number (661-763-7910)
  - Enter ID (extension), press #
  - Enter password, press #
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## Set/Change your password

1. Dial 7910 or press the Messages button and log on.
2. Press 4 > 3 > 1
3. Enter your new password (# digits) and press #.
4. Enter the new password again to confirm it and press #.

## Update your recorded name

You already entered your recorded name in the initial setup. If you want to change it, follow these instructions.

1. Dial 7910 or press the Messages button and log on.
2. Press 4 > 3 > 2.
3. At the tone, record your name, or press \* to keep the current recording.

### Use These Keys as You Record

- 8 = Pause or resume
  - # = End recording
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## Record your greeting

You already entered your greeting in the initial setup. If you want to change it, follow these instructions.

1. Dial 7910 or press the Messages button and log on.
  2. Press 4 > 1 > 1.
  3. After Cisco Unity plays your current greeting, press 1 to rerecord it, or press 3 to record a different greeting.
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## Enable or disable a greeting

You can enable or disable only your alternate greeting.

1. Dial 7910 or press the Messages button and log on.
2. Press 4 > 1 > 1.

After listening to your current greeting, press 2 to enable or disable your alternate greeting. NOTE: When your alternate greeting is enabled, it overrides all other greetings. You can use this for vacations etc.

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## To Skip Someone Else's Greeting

1. As soon as the greeting starts, press # and after you hear the tone, record your message.

## Check messages on campus

1. Dial 7910 or press the Messages button and log on.
2. Press 1 to hear new messages, or press 3 to review old messages.

Use the following keys to manage your messages and to control playback.

### While listening to a message:

- 1 = Restart Message
- 2 = Save
- 3 = Delete
- 5 = Change Volume
- 7 = Rewind, Small
- 8 = Pause or Resume
- 9 = Fast-forward to end

### After listening to a message:

- 1 = Replay Message
  - 2 = Save
  - 3 = Delete
  - 4 = Reply
  - 5 = Forward Message
  - 6 = Save as Unheard
  - 7 = Rewind, Small
  - 9 = Play Message Summary
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## Check messages from any phone on campus

1. Dial 7910.
  2. When you hear the greeting play, immediately press the \* key.
  3. Please enter your ID # (which is your mailbox #) followed by the # key.
  4. Enter your Passcode followed by the # key.
  5. You are now able to listen to your messages or make any changes to your mailbox.
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## Reply to a message

1. After listening to the message, press 4
2. Record your reply
3. Press # to send the reply, or press 1 for message options.