UNITY VOICE MAIL TRAINING GUIDE

LOG ON TO VOICE MAIL

To log on from your extension:
• Press ⌘ or Messages key
• Enter ID (extension), if required, press #
• Enter password, (temp. 159357) press #

To log on from outside the system:
• Dial voicemail pilot number (661-763-7910)
• Enter ID (extension), press #
• Enter password, press #

SHORTCUTS

At any time:
• To cancel or reverse, press ✪
• To skip or move ahead, press #

LISTENING TO MESSAGES

To listen to new or existing messages:
• Log on to voicemail
• To hear new messages, press 1
• To review old messages, press 3

While listening to current message:
• To repeat message, press 1
• To save message, press 2
• To delete message, press 3
• To slow down message, press 4
• To speed up message, press 6
• To change volume, press 5
• To backup in current message, press 7
• To pause or resume after pause, press 8
• To fast-forward to end, press 9

After hearing current message:
• To repeat message, press 1
• To save message, press 2
• To delete message, press 3
• To reply to message, press 4
• To forward message, press 5
• To mark reply as new message, press 6
• To hear summary, press 9

RECORDING MESSAGES

To record and send a message without ringing another person’s telephone:
• Log on to voicemail
• Press 2
• Press # twice, then enter extension
• To add another name or list, press 1

To record the message:
• To record the message, press #
• To pause or resume recording, press 8
• To end recording, press #
• For message options, press 1 or
• To send message, press #

Message options:
• To review message, press 4
• To change recording, press 2
• To set special delivery, press 3
• To change addressing, press 1

To send a message with a delivery option:
• Press 1 to mark urgent
• Press 2 for receipt acknowledgment
• Press 3 to mark private
• Press 4 mark for future delivery and follow prompts

TRANSFER / FORWARD TO VOICEMAIL

To transfer a call directly to a colleague’s voicemail box through Call Manager:
• Press Transfer softkey
• Press ✪
• Enter mailbox number
• Press Transfer softkey

To forward your calls directly into voicemail:
• At idle phone, press CFwrdALL softkey
• Press ⌘ or Messages key

PERSONAL SETTINGS

To change password:
• Log on to voicemail
• Press 431
• Enter new password, press #
• Enter password again to confirm, press #
To change greetings:
• Log on to voicemail
• Press 4 1 1 for standard greeting
• Press 4 1 2 for closed greeting
• Press 4 1 3 for alternate greeting
• Listen to current greeting
• To re-record greeting, press 1
• To end recording, press #

To change recorded name:
• Log on to voicemail
• Press 4 3 2
• At tone, record name

To change message notification (if available):
• Log on to voicemail
• Press 4 2 1
• Follow prompts to choose device
• To enter or change number, press 3
• Enter new number or
• Press # to keep current number

To enable or disable message notification:
• Log on to voicemail
• Press 4 2 1
• Follow prompts to choose device
• Press 1 to enable or disable

To change call transfer (if available):
• Log on to voicemail
• Press 4 1 2
• To route calls to an extension, press 1
• To route calls offsite (if allowed), press 2

To change conversation menus:
• Log on to voicemail
• Press 4 2 3
• To change between full or brief prompts, press 1

**SKIP GREETING**

To skip someone else’s greeting:
• Press # and record at the tone

To record your name:
• At tone, say your name, press #
• To accept, press #

**RECORD GREETING**

To record or change a greeting:
• Press 1
• Press 1 for standard greeting (or press 2 for closed greeting)
• At tone, record greeting, press #
• To erase and re-record, press 1
• To accept, press #

**CHANGE PASSWORD**

To change your 6 character password:
• Enter new password, press #
• Repeat new password, press #
  *Do not use trivial passwords.*
  *example: 12345, 33333*

**EXIT**

To leave settings area:
• Press ★