


# 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 **CFwdALL** softkey
- Press  or **Messages** key

## PERSONAL SETTINGS

To change password:

- Log on to voicemail
- Press **4 3 1**
- Enter new password, press **#**
- Enter password again to confirm, press **#**

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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 **★**



### Help Desk

29 Emmons Park Drive  
Taft, CA 93268  
Phone: (661) 763-7737  
Email: [helpdesk@taft.org](mailto:helpdesk@taft.org)