

Matanuska-Susitna College

Unified Messaging

About Cisco Unified Messaging

Cisco Unity Unified Messaging will allow you to:

- Listen to Voicemail from your Phone and Outlook
- Send Voicemail from your Phone and Outlook
- Reply to messages from your Phone and Outlook
- Forward Messages from your Phone and Outlook
- Manage your Voices Messages from your Phone and Outlook

Enrolling in Unity Voicemail

Select an appropriate line.

1. Press the **Messages** button.
2. Enter your **password** (default password 12345).
3. Listen carefully to the prompts and respond as required
 - Record your **name** followed by # key
 - Record your standard **greeting** followed by # key. This greeting is what outside callers will hear when your phone is not answered
 - Change your phone **password**

(You can change any of these settings by selecting option 4 from the menu)

4. The system will tell you when you have finished; you are then a Unity subscriber.

NOTE: If you hang up before finishing, you must start over the next time you access your mailbox

Accessing Voicemail from Your Phone

- Press the **Messages** button
- Enter your **password** and press # key
- Press **1** to hear new messages, or **3, 1** to hear saved messages
- Follow the prompt instructions.

***Note: When you listen to a new voice message it is automatically saved until you delete it**

Accessing Voicemail from an Outside Phone

1. Dial your own internal 7-digit phone number;
2. press * When Voicemail answers
3. Enter your **password** followed by#

***Note: You can also dial 745-9790 press *; enter your 4 digit extension; press #; enter your password; and press #**

Menu Prompts

Main Menu Prompts

- 1- Play New Messages
- 2- Send Messages to other Municipality personnel
- 3- Check Saved Messages
- 4- Change Set Up Options (Greetings, Passwords)
- 5- Find a Message

During A Message:

- 1 - Repeat
- 2 - Save
- 3 - Delete
- 4 - Slower
- 5 - Change Volume

- 6 - Faster
- 7 - Rewind 3 sec
- 8 - Pause/Resume
- 9 - Fast Forward
- ## - Skip to Next and Mark New

After Listen to a Message:

- 1 - Repeat
- 2 - Save
- 3 - Delete
- 4 - Reply
- 5 - Forward
- 6 - Mark as New
- 7 - Skip Back
- 8 – Play Message
- 9 - Summary

Accessing Your Voicemail

You can access your Voicemail from your:

- Phone
- E-mail Inbox

When you receive a new message:

- Your red light on your phone will light
- Your computer will alert you if Outlook is running

***Note:** once voicemail is accessed (opened) from your E-mail Inbox, the red light on your phone will automatically turn off.

Deleting Messages from Outlook

SPECIAL NOTES:

- Please note when you delete a voicemail message from Outlook you can no longer listen to the message from your phone.
- If you click on the message, it changes from 'new' status and your message waiting indicator light (red light) on your phone will turn-off. You can still listen to the message on your phone as a 'Saved' message.
- If you move a voicemail message from your Inbox to another folder, you will not be able to listen to the message from your phone any longer.
- If you have an **Outlook rule** that process inbound emails directly into another folder the message light will never turn on, and it is no longer accessible from your phone.

Short Cuts

Keyboard Shortcuts for the Media Master Key(s)

- | | |
|-----------------|-------------------|
| ■ Alt-Shift-P | Play/Pause |
| ■ Alt-Shift-S | Stop |
| ■ Alt-Shift-R | Record/Pause |
| ■ Alt-Shift-M | Open Options menu |
| ■ Alt-Shift-F3 | Skip back |
| ■ Alt-Shift-F4 | Skip forward |
| ■ Alt-Shift-F7 | Decrease volume |
| ■ Alt-Shift-F8 | Increase volume |
| ■ Alt-Shift-F11 | Slower playback |
| ■ Alt-Shift-F12 | Faster playback |