

# Quick Info for the Cisco Unity Connection Voicemail

## To access voicemail

Press the envelope button on your phone, and follow the prompts.

### Sedona and Verde

From off campus dial 649-5556, or from any campus dial 5556

### Prescott, Prescott Valley, CTEC and Chino Valley

From off campus dial 717-7111, or from any campus dial 7111

### Your mailbox number, your ID and your PIN are set as your extension number

Plan on 2-3 minutes to setup your voicemail on your first login.

You will be prompted to change your PIN, to add your Recorded Name and your Greeting the first time you logon.

Follow the prompts to know what options are available.

### Note:

Recorded Name is only your first and last name/title; such as Bob Smith or Dr. Smith.

Greeting is where you say 'You've reached Bob, and I am away from my desk. Please leave a message'

## Additional Unity Connection Operation

### Calling Cisco Unity Connection

You can call Cisco Unity Connection from your desk phone, from another phone within your organization, or from outside your organization.

#### Procedure

**Step 1** Dial the applicable number to call Connection.

From your desk phone; press the Envelope icon

From any campus; dial 7111 from Tri-City campuses or 5556 from Verde/Sedona Campus

**Step 2** If you are calling from other than your desk phone, press \* (star key) when Connection answers.

**Step 3** If prompted, enter your ID and press # (pound key).

**Step 4** Enter your Connection PIN and press #.

## Sending Voice Messages

You can send voice messages to other Cisco Unity Connection users without dialing their extensions. This can be helpful when you do not want to disturb a user or when you do not have time for a phone conversation. Sending voice messages may also help to avoid misunderstandings that can be "read" into email messages. You can address a voice message to one or multiple recipients, and to private and system distribution lists, by using the phone keypad to spell the name of the user or list, or to enter the extension or list number.

### Sending a Voice Message by Using the Phone Keypad

#### Procedure

**Step 1** Call and sign in to Connection.

**Step 2** At the Main menu, select option **2-Send a Message**.

**Step 3** Follow the prompts to record, address, and send the voice message.

To pause or resume recording, press **8**. To end recording, press **#**.

**Tip** • While addressing the message, press **##** to switch between spelling and number entry.

• To address the message to a private list, enter the list number by using number entry, or, if the list has a display name in the Messaging Assistant web tool, spell the name by using spelling entry.

• When more than one user matches your addressing entries, Connection plays a list of matches that you can navigate quickly. Press **#** to select a recipient from a list; press **7** to skip to the previous name and **9** to skip to the next name; and press **77** to skip to the beginning of a list and **99** to skip to the end of a list.

# Checking Messages

You can check new and saved messages in your Cisco Unity Connection mailbox by phone, as well as messages in your email application.

You can save or delete messages during message playback or after you listen to an entire message.

Ask your Connection administrator if the system is set up to enforce a message-retention policy and, if so, how long it stores your messages before permanently deleting them. (Connection does not indicate when a message-retention policy is enforced, nor does it warn you before messages are permanently deleted as a result of such a policy.)

## Checking Messages by Using the Phone Keypad

### Procedure

**Step 1** Call and sign in to Connection.

**Step 2** At the Main menu, select the applicable menu option:

### Option Description

**1-Play New Messages** or **3-Review Old Messages** For messages in your Connection mailbox.

**Step 3** Follow the prompts to listen to and manage your messages.

# Replying to Messages

When you reply to a message, you can reply to only the sender or to the sender and all other recipients, and you can add recipients. You can also respond to nondelivery receipts (NDRs) by resending the original message. A message from "Cisco Unity Connection Messaging System" means that the caller was not a Connection user or was not signed in as a user when the message was left. You cannot reply to messages from such callers.

## Replying to a Voice Message by Using the Phone Keypad

### Procedure

**Step 1** After listening to the message, select the menu option **4-Reply**.

**Step 2** Follow the prompts to record, add more recipients to, and send the reply.

To pause or resume recording, press **8**. To end recording, press **#**.

### Replying to a Voice Message by Using the Phone Keypad

#### Replying to Messages

**Tip** • While addressing the message, press **##** to switch between spelling and number entry.

• To address the message to a private list, enter the list number by using number entry, or, if the list has a display name in the Messaging Assistant web tool, spell the name by using spelling entry.

• When more than one user matches your addressing entries, Connection plays a list of matches that you can navigate quickly. Press **#** to select a recipient from a list; press **7** to skip to the previous name and **9** to skip to the next name; and press **77** to skip to the beginning of a list and **99** to skip to the end of a list.

**Step 3** After you send the reply, follow the prompts to handle the original message.

# Forwarding Messages

Messages marked private cannot be forwarded by phone. This includes any voice message that you or another Connection user marked private.

## Forwarding a Message by Using the Phone Keypad

### Procedure

**Step 1** After listening to the message, select option **5-Forward the Message**.

**Step 2** Follow the prompts to record an introduction, address, and send the forwarded message.

To pause or resume recording, press **8**. To end recording, press **#**.

**Tip** • While addressing the message, press **##** to switch between spelling and number entry.

• To address the message to a private list, enter the list number by using number entry, or, if the list has a display name in the Messaging Assistant web tool, spell the name by using spelling entry.

• When more than one user matches your addressing entries, Connection plays a list of matches that you can navigate quickly. Press **#** to select a recipient from a list; press **7** to skip to the previous name and **9** to skip to the next name; and press **77** to skip to the beginning of a list and **99** to skip to the end of a list.

**Step 3** After you send the forwarded message, follow the prompts to handle the original message.

# About Deleted Messages

Cisco Unity Connection saves your deleted messages **4 days**; you can play, restore, or permanently delete them.

## Permanently Deleting Deleted Messages

Deleting messages can be an important way to reduce the size of your mailbox, especially when Cisco Unity Connection is not set up to automatically delete messages once they reach a certain age.

Ask your Connection administrator if the system is set up to enforce a message-retention policy. Connection does not indicate when a message-retention policy is enforced, nor does it warn you before messages are permanently deleted as a result of such a policy. If Connection is not set up to do so, make sure that you permanently delete messages periodically.

## Permanently Deleting Messages by Using the Phone Keypad

### Procedure

**Step 1** Call and sign in to Connection.

**Step 2** At the Main menu, select option **3-Review Old Messages**, then **2-Deleted Messages**.

**Step 3** Follow the prompts to review your deleted messages and delete them individually, or to delete all messages at once.

## Checking Deleted Messages

You can play your deleted messages, just as you can play new and saved messages. You can also restore a deleted message as a new or saved message.

By default, the most recent messages are played first. Note that you cannot enable the Message Type menu or specify a playback order by message type for deleted messages.

## Checking Deleted Messages by Using the Phone Keypad

### Procedure

**Step 1** Call and sign in to Connection.

**Step 2** At the Main menu, select option **3-Review Old Messages**, then **2-Deleted Messages**.

**Step 3** Follow the prompts to manage a deleted message after you have listened to it.

## About Personal Greetings

Cisco Unity Connection allows you to record up to six personal greetings. You can turn on as many greetings as you want, and you can specify how long you want the greetings to stay on.

The six personal greetings and how they work are described below. Note that Connection plays the greetings that you turn on for the applicable situation, while some greetings override other greetings when they are on.

### Standard Greeting

This greeting plays during the business hours that your Connection administrator specified for your organization, or in other situations when no other greeting is on.

By design, the standard greeting cannot be turned off.

### Closed Greeting

Turn on this greeting when you want your callers to hear a recording from you during the nonbusiness hours that your Connection administrator specified for your organization. (For example, "Sorry, I am not available to answer your call. Company office hours are <times>.")

When it is on, the closed greeting overrides the standard greeting during nonbusiness hours.

### Alternate Greeting

Turn on this greeting for a specific time period when you want to provide information about special circumstances, such as when you are on vacation. (For example, "I will be out of the office until <date>.")

When it is on, the alternate greeting overrides all other greetings.

Your recorded name plays when users address messages to you and when callers look you up in the directory.

### Tip

Connection may play a prompt to remind you that your alternate greeting is on after you sign in by phone.

### Busy Greeting

Turn on this greeting when you want callers to know that you are on the phone. (For example, "I am currently on another line, please leave a message.")

When it is on, the busy greeting overrides the standard, closed, and internal greetings when your phone is busy.

## Internal Greeting

Turn on this greeting when you want to provide information that coworkers might need to know. (For example, "I will be in conference room B until noon today.")

When it is on, the internal greeting overrides the standard and closed greetings, and plays only to callers within your organization when you do not answer your phone.

## Holiday Greeting

Turn on this greeting when you want callers to hear a recording from you during a holiday. (For example, "Happy holiday. I am not available to answer your call. I will be out of the office from <date> to <date>.")

When it is on, the holiday greeting overrides the standard greeting during nonbusiness hours.

# Recording Your Current Greeting

In this section, you make a new recording for the greeting that Cisco Unity Connection is currently set to play.

## Rerecording Your Current Greeting by Using the Phone Keypad

### Procedure

**Step 1** Call and sign in to Connection.

**Step 2** At the Main menu, select option **4-Setup Options**, then **1-Greetings**.

**Step 3** After Connection plays your current greeting, follow the prompts to rerecord it.

To pause or resume recording, press **8**. To end recording, press **#**

# Turning Your Alternate Greeting On or Off

When you turn on your alternate greeting, you can set a date and time for it to turn off or you can leave it on indefinitely.

## Turning Your Alternate Greeting On or Off by Using the Phone Keypad

### Procedure

**Step 1** Call and sign in to Connection.

**Step 2** At the Main menu, select option **4-Setup Options**, then **1-Greetings**.

**Step 3** Press **#** to skip hearing your current greeting.

**Step 4** Follow the prompts to turn your alternate greeting on or off.

**Step 5** If you turned on your alternate greeting, follow the prompts to set when you want it turned off or to leave it on indefinitely.

# Changing Greetings

When you turn on a personal greeting, you specify how long you want it available for use. Cisco Unity Connection plays the greeting in the applicable situation until the date and time that you specified, and then the greeting is automatically turned off. For example, you can set your alternate greeting to stop playing on the day that you return from a vacation. You can also set a greeting to play indefinitely, which is useful when you turn on the busy or closed greeting. You select from one of the following sources to specify what callers hear when a greeting is on:

**Rerecord This Greeting** Connection plays a greeting that you record.

Recording a greeting does not turn it on.

### Note

Connection plays a prerecorded greeting along with your recorded name (for example, "Sorry, <your name> is not available"). If you do not have a **System Greeting** recorded name, Connection uses text-to-speech to read your display name instead. When a greeting is on but not recorded, Connection plays a prerecorded system greeting. You can turn off a greeting at any time. When a greeting is off, Connection no longer plays it, though the recording is not erased.

If you record a personal greeting then set the greeting to use the system greeting, your recording is no longer available by phone. Record and enable a new personal greeting.

## Changing a Greeting by Using the Phone Keypad

### Procedure

**Step 1** Call and sign in to Connection.

**Step 2** At the Main menu, select option **4-Setup Options**, then **1-Greetings**.

**Step 3** Connection plays your current greeting. You can press **#** to skip hearing it.

**Step 4** Follow the prompts to select the greeting that you want to change, then to make changes.

To pause or resume recording, press **8**. To end recording, press **#**.

# Playing All Greetings

Cisco Unity Connection plays your current greeting first, then the remaining greetings.

## Playing All Greetings by Using the Phone Keypad

### Procedure

**Step 1** Call and sign in to Connection.

**Step 2** At the Main menu, select option **4-Setup Options**, then **1-Greetings**, and **4-Play All Greetings**. Connection plays all six greetings, starting with your current greeting.

# Changing Your PIN

Your Cisco Unity Connection PIN protects the privacy of your messages and secures your mailbox from unauthorized access. You can change your PIN at any time. Follow the security guidelines provided by your Connection administrator when you change your PIN. In general, shorter passwords are easier to use, but longer passwords are more secure, especially when you specify a nontrivial password.

A nontrivial password means that:

- The password cannot contain your primary extension or its reverse.
- The password must contain at least three different digits.
- The digits cannot all be consecutive in ascending or descending order (for example, 12345 or 54321).
- A digit cannot be used more than two times consecutively (for example, 14777).
- The password cannot contain repeated groups of three or more digits (for example, 408510408).

## Changing Your PIN by Using the Phone Keypad

### Procedure

**Step 1** Call and sign in to Connection.

**Step 2** At the Main menu, select option **4-Setup Options**, then **3-Preferences**, and **1-PIN**.

**Step 3** Follow the prompts to enter and confirm a new PIN. Use digits 0 through 9.

# Changing Your Recorded Name

Your recorded name plays with messages that you leave for other users and identifies you in the directory. It also plays with any of your greetings that use system recordings instead of your own recordings. Other Cisco Unity Connection users do not hear your alternate greeting when they send messages to you by phone. Whenever you enable your alternate greeting, consider changing your recorded name to include information that you are out of the office.

## Changing Your Recorded Name by Using the Phone Keypad

### Procedure

**Step 1** Call and sign in to Connection.

**Step 2** At the Main menu, select option **4-Setup Options**, then **3-Preferences**, and **2-Recorded Name**.

**Step 3** Follow the prompts to record your name or a short message.

To pause or resume recording, press **8**. To end recording, press **#**.