

Cisco Unity Voicemail Instructions

Retrieving your voicemail messages

From your desk phone:

1. Dial 4977 (or, if available, press the Messages button on your phone).
2. Enter your password when prompted.

From outside the office:

1. Dial (210) 458-4977.
2. Press the star key (*) during the Cisco Unity welcome message.
3. When prompted, enter your Cisco Unity ID (your 4-digit desk phone extension) then press the pound key (#).
4. When prompted, enter your password, and press the pound key (#).

During-Message Shortcut Keys

While listening to a message you can perform the following functions:

Key(s)	Action
1	Repeat
2	Save
3	Delete
4	Slow playback
5	Skip message header/ go straight to voice message
6	Fast playback
7	Rewind
8	Pause/Resume
9	Fast forward
*	CANCEL

Main Menu Shortcut Keys

Key(s)	Action
1	Listen to new messages
2	Send a message
3	Review old messages
4	Change setup options
0	HELP
*	EXIT
41	Change personal greetings

After-Message Shortcut Keys

After listening to a message you can perform the following functions:

Key(s)	Action
1	Repeat message
2	Save
3	Delete
5	Forward message
6	Mark it new
7	Skip back
9	Play message properties
*	Cancel playing messages

OTHER SHORTCUTS:

When calling another extension or an outsider caller calls an extension at UTSA, the voice mail greeting may be bypassed by pressing "1" during the playback. The system will then immediately go to the users voice mail.

Press pound twice (##) to switch between spelling and numbering entry.