

CCTS Voicemail Instructions

Department of Information Resources

**Cisco Unity Connection Voicemail Key Map**

**These are the instructions for using and programming voicemail on your CCTS phone.**

**Start Here**

1. Call the CCTS voicemail system

**-** From your desk phone at work, by pressing the message button, or

**-** From any other phone, by dialing (512) 475-4888

2. Listen to the introductory message

**-** If calling from other than your own work phone, Press \*

**-** Enter voicemail box number (last 5 digits of user’s phone number)

3. Enter PIN number (your voicemail password)

At that point you will be connected to the Main Voicemail Menu.

**Main Voicemail Menu**
There are six main options: Press 1, 2, 3, 4, **\*** or 0. **(click following to jump to instruction)**

Press 1 to PLAY NEW MESSAGES.

Press 2 to SEND MESSAGES.

Press 3 to REVIEW OLD MESSAGES.

Press 4 for SETUP OPTIONS.

Press \* to EXIT.

Press 0 to REPEAT MAIN MENU OPTIONS.

**Press 1** to **PLAY NEW MESSAGES**.

Note: If you have voicemail messages waiting, your desk phone will have a light on. Once you have entered your PIN you will hear a prompt telling you how many messages you have and “**To play new messages, Press 1**”, followed by other main options.. However, if you have no new messages, you will be prompted that “**You have no new messages,**” followed by other main options.

**During Message Review**

Note: These options are NOT prompted and can be pressed at any time.

Press **1** to restart message

Press **2** to pause I resume message

Press **3** to skip to the end of message

Press **4** to slow message down

Press **5** to get message details

Press **6** to speed message up

Press **7** to erase message

Press **9** to increase message volume

Press \* to go back to main voicemail box menu

Press **#** to skip message

**After Message Review**

Note: These options will be prompted.

Press **1** to repeat message

Press **4** to reply

Press **5** to hear message properties

Press **6** to forward the message to someone in the DIR voicemail system

Note: Process is the same as sending message from main voicemail box menu

Press **7** to delete message

Note: once deleted, the next messages is provided or if none, returned to the main menu.

Press **9** to save the message

Press \* to go back to the main voicemail box menu

**Press 2** to **SEND MESSAGES**.

Sending messages is a way to send a voice message that will go directly to another CCTS voicemail box. The message is sent ***without*** ringing the number. Also, by sending a message you can forward a voicemail that you receive to another CCTS voicemail box.

**Process for sending or forwarding a message**

1. Record introduction (Press 8 to pause / resume recording)

2. Spell the name of the person or distribution list or press ## to enter extension number

3. Press # to accept person or distribution list

Press **#** to forward a message

Press \* to cancel the forward

Press 1 to mark message as urgent

Press 2 to to receive return receipt

Press 3 to mark as private

Press 4 for a future delivery

Press 5 to review message

Press 6 to record introduction

Press 7 to add to the introduction

To add a person or distribution list, press 91

To hear all names and delete any, press 92

To copy yourself on the message, press 95

**Press 3** to **REVIEW OLD MESSAGES**.

**Process to review old messages**

Press **1** for saved messages

Press **2** for deleted messages

Note: Deleted messages are maintained on the system for 15 days.

**Press 4** for **SETUP OPTIONS**.

Setup options are the ways in which you can create a greeting to answer your phone when you are away and to prompt callers to leave messages. There are seven setup options: Press 1, 2, 3, 4, 5, 0 or \*.

Note: You can create and change greetings from your CCTS desk phone or from any phone. First you must access your Main Voicemail Menu. Then, Press 4 to enter Setup Options.

**Press 1** for Greetings – setting up or changing voice greetings

Your current greeting will play and then you will have the following options:

Press **1** to rerecord the CURRENT greeting

Press **2** to turn on alternate greeting

- Press 1 to set an end date and time for the alternate greeting

- Press # to leave on indefinitely

Press **3** to edit alternate greetings

There are several types of alternate greetings and are as follows:

- **Standard** - plays during normal business hours - used if none of the other greetings below are recorded and programmed)

- **Closed** - this greeting can be programmed to play during closed business hours

- **Alternate** - this greeting can be programmed to play during special situations, such as vacation

- **Busy** · this greeting can be programmed to play when you are on the phone

- **Internal** - this greeting can be programmed to play when caller is internal caller

- **Holiday** - this greeting can be programmed to play on scheduled holidays

Press **4** to play all greetings (Note: If you have not recorded any other greeting, besides your standard greeting, your standard greeting will play for all situations)

Press **0** for help

Press \* to return to main setup options menu

**Press 2** for message setting

Press 1 to change message notification

Cisco Unity Connection can call a phone or pager to notify you of new messages. You can turn notification on and off, and change the notification phone numbers for these devices.

Press 3 to change menu style - Select a full or brief menu

Press 4 to change your private list· You can use private lists to create your own groups of voice message recipients. Whe you address a voice message to one of your private lists, all of the recipients on the list receive the message. Only you can send voice messages to your private lists.

Press 0 to replay menu options

Press \* to return to main setup options menu

**Press 3** for preferences

Press 1 to change PIN·- PIN must be at least 4 digits long

Press 2 to change your recorded name

Press 3 to change your directory listing - changes your listing status

Press 0 to replay menu options

Press \* to return to main setup options menu

**Press 4** for transfer settings

Call transfer rules control how Cisco Unity Connection handles incoming indirect calls which are from callers who do not dial you directly. (For example, callers who use the directory to reach you) You can choose to answer indirect calls, or you can have indirect calls routed immediately to voicemail.

Note: Your Connection transfer settings do not apply for direct calls (those outside callers or other callers who dial your personal phone number to reach you)

Press 1 to change standard transfer rules

Press 2 to change alternate transfer rules

Press 3 to change closed transfer rules

Press 4 to change personal call transfer rules

Press 0 to rep lay menu options

Press \* to return to main setup options menu

**Press 5** for Zero Out settings

Note: Prompt 5 will not be presented if the Zero Out entry is blank

**Press 0** to replay Setup Options menu

**Press** \* to go back the Main voicemail box menu

**Press** \* to **EXIT**.

**Press 0** to **REPLAY MAIN MENU OPTIONS**.