Cisco Voicemail Guide

Initial Voicemail Setup

1. Press the ‘Messages’ button (labeled with an envelope)
2. When prompted for a password, dial 235689#.
   (If you are not prompted for a password, contact the Helpdesk)
3. Follow recorded instructions.

Placing a Call

Internal:
To place an internal call, pick up your handset and dial the 5 digit extension of the person/department you would like to contact. (ex. 59966)

External:
To place an external call, pick up your handset and dial ‘9’ follow by the number. (ex. 1-617-735-9966 would be 916177359966)

Using the Phone Directory

1. Press the ‘Directories’ button on your phone.
2. Use the arrow keys to move down to ‘Corporate Directory’ and press the ‘Select’ soft key.
3. Using the number keys, enter the first few letters of the person you are trying to call then press ‘Select’. (ex. To enter Tim, you would press 8, 444, 6)
4. Scroll down to the correct person using the arrow keys and press the ‘Dial’ soft key.

Viewing your Missed, Received, or Placed Calls

1. Press the ‘Directories’ button on your phone.
2. Use the arrow keys to move down to the appropriate list and press the ‘Select’ soft key.
3. If trying to get the details of a call, scroll down to the specific listing and press the ‘More’ soft key. Then press the ‘Details’ soft key.
4. If trying to call back the individual, scroll down and press the ‘Dial’ soft key.
**Forwarding all Calls**

1. Press the ‘CFwdAll’ soft key on your phone.
2. Dial number you would like your calls forwarded to. (ex. Internal: 59966  External: 9-1-617-735-9966)
3. Once the Call forwarding is enabled, it will be noted at the bottom of your phone’s display.
4. To disable the Call forwarding, press the ‘CFwdAll’ soft key.

**Transferring a Call**

To start a call transfer, you must be on the phone with the caller. To initiate the transfer, press the ‘Transfer’ soft key. Once you hear a dial tone, dial the number you would like the call to be transferred to. Then complete the transfer by pressing the ‘Transfer’ key again.

**Performing a Conference Call**

1. Using our system, a user can combine up to 5 calls to form a conference call. To start the process, be sure to have the phone number for each member of the conference.
2. Start by calling the first member as you would normally make a phone call.
3. Press the ‘More’ soft key to get to the second page of options on your phone.
4. Press the ‘Confrn’ button. This will place your original call on hold and pick up a new line.
5. Call the second member of the conference. When ready to combine the second member with the first, press the ‘Confrn’ button again.
6. Repeat Step 3 – 5 to add additional members to the conference.

**Managing Multiple Calls**

1. To answer an incoming call while already connected to a call, press the “Answer” soft key. This will put the original call on hold, and connect you to the new call.
2. You may then put the new call on hold by pressing the “Hold” soft key.
3. With two calls both on hold, you can select the call you would like to continue using the Up and Down arrow keys at the center of your phone.
4. Once you have highlighted the call you would like to continue, press the “Resume” soft key.

**Adding Speed Dial Buttons**

Depending on your phone, you can add 1-7 speed dial buttons based on the number of unused buttons to the right of the phone display. To have a speed dial added, email the Helpdesk at
helpdesk@emmanuel.edu with the name of the speed dial and the phone number. Speed dials can be used for both internal and external numbers.

**How to Log into your Voicemail Box**

**On Campus**

1. From your phone, press the ‘Messages’ button (labeled with an envelope).
2. Enter your password.

**Off Campus**

1. Dial (617) 735-9880.
2. Enter your 5 digit extension.
3. Enter your password.

**Voicemail Message Key Controls**

Use the following keys to control playback as you listen to a message:

<table>
<thead>
<tr>
<th>Key(s)</th>
<th>Task</th>
<th>Key(s)</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Restart Message</td>
<td>8</td>
<td>Pause/Resume</td>
</tr>
<tr>
<td>2</td>
<td>Save</td>
<td>9</td>
<td>Fast-Forward</td>
</tr>
<tr>
<td>3</td>
<td>Delete</td>
<td>#</td>
<td>Fast-Forward to End</td>
</tr>
<tr>
<td>4</td>
<td>Slow Playback</td>
<td>##</td>
<td>Skip Message, save as is</td>
</tr>
<tr>
<td>6</td>
<td>Fast Playback</td>
<td>*</td>
<td>Cancel or back up</td>
</tr>
<tr>
<td>7</td>
<td>Rewind Message</td>
<td>0</td>
<td>Help</td>
</tr>
</tbody>
</table>

Use the following keys to manage the message after you have listened to it:

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Replay message</td>
<td>6</td>
<td>Save as New</td>
</tr>
<tr>
<td>2</td>
<td>Save</td>
<td>7</td>
<td>Rewind message</td>
</tr>
<tr>
<td>3</td>
<td>Delete</td>
<td>9</td>
<td>Play message properties</td>
</tr>
<tr>
<td>4</td>
<td>Reply</td>
<td>*</td>
<td>Cancel or back up</td>
</tr>
<tr>
<td>5</td>
<td>Forward message</td>
<td>0</td>
<td>Help</td>
</tr>
</tbody>
</table>
How To Forward a Voice Message

1. After listening to the message, press 5.
2. When asked to spell the name of the person you would like to forward to, press # twice.
3. Then you will be asked for the extension of the person you would like to forward to. Enter the 5 digit extension now.
4. Press # to confirm the extension.
5. Follow the instructions to add additional recipients, or press # to forward the voicemail.

To Rerecord Your Current Greeting

1. Log into your Voicemail Box.
2. Press 4 1.
3. After Cisco Unity plays your current greeting, press 1 to rerecord it. Then use the following keys as you record.

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Pause or resume</td>
<td>#</td>
<td>End recording</td>
</tr>
</tbody>
</table>

Use These Keys Anytime

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>*</td>
<td>Cancel or back up</td>
<td>0</td>
<td>Help</td>
</tr>
</tbody>
</table>
How To Enable and Disable Your Alternate Greeting

1. Log into your Voicemail Box.
2. Press 4 1.
3. Press # to skip hearing your current greeting.
4. Press 2 to enable or disable your alternate greeting.

(When your alternate greeting is enabled, pressing 2 disables it; when it is disabled, pressing 2 enables it.)

5. If you enabled your alternate greeting, either:
   
   Press 1 to specify the day and time when you want Cisco Unity to disable it. When Cisco Unity prompts you to enter a time of day, enter it by using either the 12- or 24-hour clock format.

   Or

   Press 2 to enable it indefinitely.

To Change Your Other Greetings

1. Log on to Cisco Unity.
2. Press 4 1.
3. Press # to skip hearing your current greeting.
4. Press 3 to edit settings for your other greetings. Then use the following keys to select the greeting that you want to change.

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Standard greeting</td>
</tr>
<tr>
<td>2</td>
<td>Closed greeting</td>
</tr>
<tr>
<td>3</td>
<td>Alternate greeting</td>
</tr>
<tr>
<td>4</td>
<td>Busy greeting</td>
</tr>
<tr>
<td>5</td>
<td>Internal greeting</td>
</tr>
</tbody>
</table>

5. After Cisco Unity plays the greeting, use the following keys to change it.

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>(Re)record</td>
<td>*</td>
<td>Cancel or back up</td>
</tr>
<tr>
<td>2</td>
<td>Use system greeting</td>
<td>0</td>
<td>Help</td>
</tr>
</tbody>
</table>
If you rerecord your greeting, use the following keys as you record.

<table>
<thead>
<tr>
<th>Key</th>
<th>Task</th>
<th>Key</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Pause or resume</td>
<td>#</td>
<td>End recording</td>
</tr>
</tbody>
</table>

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