

Quick Start Guide



Cisco Unity Express Voice-Mail System

Our Internal Voicemail Phone Number Is 7000

To set up your voice mailbox

If this is your first time accessing Cisco Unity Express and you do not have a PIN, you must call from your own phone extension.

1. Dial the internal or external phone number to call Cisco Unity Express.
2. If asked for a PIN and you have one, enter it and press #.

You are prompted to set up a recorded name and personal greeting and change your password. To exit the initial setup menu, press *.

To create a recorded name that identifies you to callers:

1. The system prompt tells you that you have no recorded name. To record a new name, press 1.
2. At the tone, say your first and last name. When finished, press #.
3. Your newly recorded name plays. Press # to keep it, or 1 to rerecord.

To record a personal greeting:

1. The standard greeting (“Sorry, <extension xxxx>/<user name> is not available”) plays. To keep this greeting, press #.
2. To record a new standard greeting, press 1. At the tone, speak your greeting. When finished, press #.
3. Your newly recorded greeting plays. To accept this greeting and continue, press #. To rerecord, press 1.

To change your password:

1. Enter your new password, which must be at least 3 digits. Press # when finished.
2. Enter your new password again to confirm, and press #.

To access Cisco Unity Express by phone

Dial the Cisco Unity Express voice-mail system phone number.

- If you are asked for a PIN, enter it and press #. **Note:** If you are calling from someone else's extension, you must press * to enter your own ID (usually your phone number) and press #. Then enter your PIN and press # again.
- If you are asked for your ID (usually your phone extension), enter it and press #. Then enter your PIN and press # again.

To listen to messages

Perform the steps in “To access Cisco Unity Express by phone” to reach the main voice-mail menu.

- Press 1 to listen to new messages.
- Press 3 to listen to old messages, then:
 - Press 1 to listen to saved messages.
 - Press 2 to listen to deleted messages.

During message summary or playback, you can press the following numbers:

- 1—restart message summary or playback
- 2—save message
- 3—delete message
- 4—reply to message
- 5—forward message
- 6—save message as new
- 7—go back 3 seconds or, if paused, go back 3 seconds and continue playback
- 8—pause message or, if paused, continue playback
- 9—go forward 3 seconds or, if paused, go forward 3 seconds and continue playback
- —skip summary or message

To send a message

1. Perform the steps in “To access Cisco Unity Express by phone” to reach the main voice-mail menu.
2. Press 2.

3. (Optional) Address message by name (default), or press # # to switch from addressing by name to addressing by number (extensions or distribution lists). For extensions at remote locations, enter the location ID before the extension number. Press # to confirm selection. Press 1 to add another name, or go to next step.
4. Press # to start recording.
5. Press # to stop recording.
6. Press 1 for additional message options (see back of this card) and to address message if you did not do so earlier, or go to next step.
7. Press # to send.

To personalize settings

1. Perform the steps in “To access Cisco Unity Express by phone” to reach the main voice-mail menu.
2. Press 4 to access the Setup Options menu, then:
 - Press 1 to manage standard, personal, and alternate greetings.
 - Press 2 to set up and use public and private distribution lists.
 - Press 3 to manage personal settings such as password and recorded name.

At any time

Press 0 to access help; * to cancel, exit, or back up; and # to skip or move ahead, complete or confirm addressing, accept changes, send message, and start and stop recording.

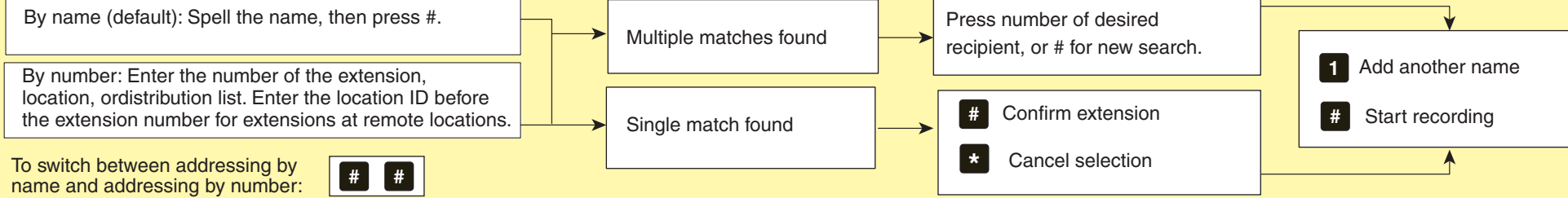
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Use these keys anytime:

- 0** Help
- *** Cancel, exit, or back up
- #** Skip or move ahead, complete or confirm addressing, accept changes, send message, and start and stop recording.

To address messages:



To listen to messages:

- 1** New messages
- 3** Old messages
- 1** Saved messages
- 2** Deleted messages

- 1** Review deleted messages
- 2** Erase all messages

During message summary or review:

- 1** Restart summary or message
- 2** Save
- 3** Delete
- 4** Reply
- 5** Forward
- 6** Save as new
- 7** Go back 3 seconds
- 8** Pause message
- 9** Go forward 3 seconds
- #** Skip summary or message

Record reply

Record message (optional)

Address message

When message playback is paused:

- 7** Restart message playback and go back 3 seconds
- 8** Restart message playback
- 9** Restart message playback and go forward 3 seconds

- 1** Message options
- #** Send

After reviewing message:

- 1** Replay message
- 2** Save
- 3** Delete
- 4** Reply
- 5** Forward
- 6** Save as new
- 7** Hear final 3 seconds of message

Record reply

Record message (optional)

Address message

During recording:

- 1** Stop recording and listen
- 3** Delete recording and start over
- #** Stop recording

- 1** Message options
- #** Send

2 Send a message

Address message

Record a message

During recording:

- 1** Stop recording and listen
- 3** Delete recording and start over
- #** Stop recording

- 1** Message options
- #** Send
- *** Cancel message

- 1** Change addressing
- 2** Change recording
- 3** Change special delivery
- 4** Review message
- #** Send message
- *** Cancel message and exit

- 1** Add address
- 2** Hear all addresses
- 3** Remove address
- #** Send
- *** Cancel

- 1** Urgent
- 3** Private

- 1** Hear recording
- 3** Rerecord
- #** Send
- *** Message options

4 Setup options

- 1** Greetings
- 2** Message settings
- 3** Personal settings

- 1** Rerecord greeting
- 2** Turn on/off alternate greeting
- 3** Edit other greetings
- 4** Hear all greetings
- 4** Access voice-mail distribution lists
- 1** Change password
- 2** Change recorded name
- 1** Edit standard greeting
- 3** Edit alternate greeting

9 **General-delivery mailboxes**
Select desired mailbox from list. Then:

- 1** Review new messages
- 2** Send message
- 3** Review old messages
- 4** Access setup options