



## Cisco Unity Express 2.3 Voice-Mail System

### 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 you are finished, press **#**.

3. Your newly recorded name plays. Press **#** to keep it, or **1** to re-record.

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 you are finished, press **#**.
3. Your newly recorded greeting plays. To accept this greeting and continue, press **#**. To re-record, press **1**.

To change your password:

1. Enter your new password, which must be at least 3 digits. When you are finished, press **#**.
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 phone, you must press **\*** to enter your own ID (usually your phone extension) 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 access Cisco Unity Express by computer

1. Start Microsoft Internet Explorer.
2. Enter the address of your Cisco Unity Express server. This begins with `http://` and contains the host name or IP address of the server.
3. Log in to the application using your user ID and password. You can use the application to change your mailbox settings, change your password, create voice-mail distribution lists, modify your user profile and set up voice-mail notifications (if enabled on your system).

### 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 the 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.

**Note:** If you hang up at any point after recording your message, and you have already addressed the message, your message **will still be sent**. To cancel sending, press **\*** to return to the previous menu, or go to Step 6.

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.

**Note:** If you hang up before selecting a message option, and you have already addressed the message, your message **will still be sent**.

7. Press **#** to send.

### At any time

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

### For more information

See the *Cisco Unity Express 2.3 Voice-Mail User Guide* at:

[http://www.cisco.com/en/US/products/sw/voicesw/ps5520/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps5520/products_user_guide_list.html)

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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:**

By name (default): Spell the name, then press #.

Enter the number of the extension or distribution list. Enter the location ID before the extension number for extensions at remote locations.

To switch between addressing by name and addressing by number: **# #**

Multiple matches found → Press number of desired recipient, or # for new search.

Single match found → **#** Confirm extension, **\*** Cancel selection

1 Add another name, # Start recording

**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

**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

**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

**During recording:**

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

**Message options:**

- 1 Normal
- 2 Urgent
- Note: You may be sent to the operator after choosing these options.

Record reply, Record message (optional), Address message

**2 Send a message**

Address message

Record a message

**During recording:**

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

**Message options:**

- 1 Message options
- # Send
- \* Cancel message
- 1 Normal
- 2 Urgent
- Note: You may be sent to the operator after choosing these options.

**Change addressing/recording:**

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

**Add address:**

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

**Urgent/Private/Future message delivery:**

- 1 Urgent
- 3 Private
- 4 Future message delivery

**Hear recording/Rerecord:**

- 1 Hear recording
- 3 Rerecord
- # Send
- \* Message options
- 1 Normal
- 2 Urgent
- Note: You may be sent to the operator after choosing these options.

**4 Setup options**

- 1 Greetings
- 2 Message settings
- 3 Personal settings
- 4 Language options (if available)

**1 Rerecord greeting** **2 Turn on/off alternate greeting** **3 Edit other greetings** **4 Hear all greetings**

**1 Set up message notification** **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