



## QUICK START GUIDE



## Cisco Unity Express 7.0 Voice-Mail System

### Set Up Your Voice Mailbox and Select the Language

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

1. Dial the internal or external 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, press **\***.

To create a recorded name that identifies you to callers:

1. The system states you have no recorded name. To record a name, press **1**.
2. At the tone, say your first and last name. When done, 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>/<username> is not available”) plays. To keep this greeting, press **#**.
2. To record a new standard greeting, press **1**. Speak your greeting. When done, 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 done.
2. Re-enter your new password, then press **#**.

To change to another available language:

1. Choose **4** Setup Options, then **4** Language Options.

### Access Cisco Unity Express by Phone

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

- If 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 extension) and press **#**. Then enter your PIN and press **#** again.
- If you are asked for your ID (usually your extension), enter it and press **#**. Then enter your PIN and press **#** again.

### 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:// or https:// and contains the server hostname or IP address.
3. Log in to the application using your user ID and password. You can change your mailbox settings, change your password, create distribution lists, modify your user profile, and set up voice-mail notifications (if enabled).

## Listen to Messages

Perform steps in “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
- 44** Initiate a Live Reply call to message sender
- 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

**Note:** Faxes can be printed. See the *Cisco Unity Express Voice-Mail User Guide*.

## Send a Message

1. Perform the steps in “Access Cisco Unity Express by Phone” to reach the main voice-mail menu.
2. Press **2** to send a message.
3. 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.

If activated by your administrator, you can search the global directory for user names when addressing a message by name. Press **9**.

4. Press **#** to start and **#** to stop recording.  
**Note:** If you hang up at any point after recording your message, or before selecting a message option, and you have already addressed the message, your message is **still sent**. To cancel sending, press **\*** to return to the previous menu, or go to Step 6.
5. Press **1** for additional message options and to address message (if not done earlier), or go to next step.
6. Press **#** to send.
7. If activated by your administrator, press **1** to leave another message for the same mailbox, or **2** to leave a message for another mailbox.

## Anytime

- 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 7.0 Voice-Mail User Guide for Advanced Features* 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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**Anytime** # Skip or move ahead, complete or confirm addressing, accept changes, send message, start and stop recording.  
 0 Help \* Cancel, exit, or back up

**To Address Messages** Spell name, press #, select the match. Or press ## to enter by extension, then press #.  
 Press \* to cancel the selection or # to confirm the selection. Press 1 to add more names, or ## to start recording.

**Retrieve Messages**

**During or After Playback**

1 Restart 44 Live reply  
 2 Save 5 Forward with optional recording  
 3 Delete 5 1 Stop optional recording/listen  
 4 Reply (and begin recording) 5 3 Delete optional recording  
 4 1 Stop recording/ listen 5 # Stop optional recording  
 4 3 Delete recording/restart 5 # 1 1 Mark as private  
 4 # Stop recording 5 # 1 2 Mark as urgent  
 4 # 1 2 Mark as urgent 5 # # Send optional recording  
 4 # 1 3 Mark as private 6 Save as new  
 4 # # Send (see "After Recording a Reply") 9 Message Properties

**During Playback Only**

7 Go back 3 seconds 8 9 Restart from next 3 seconds  
 8 Pause message 9 Go forward 3 seconds  
 8 7 Restart from prior 3 seconds # Skip message summary  
 8 8 Restart

**For a selected fax, press 8 to print**

**After Recording a Reply**

# Send 1 3 Special delivery options  
 1 Message Options 1 4 Review the message  
 1 1 Change address 1 # Send  
 1 2 Change recording 1 \* Cancel

1 New  
 3 1 Saved  
 3 2 Deleted

**Send a Message**

**Mail to Nonsubscribers**  
 Select Send (2), then press #4

**Enter address, then record your message.**

**During Recording**

1 Stop recording and listen # 1 Message options (see "After Recording a Reply" above)  
 3 Delete recording/restart # 1 # 1 Mark as private  
 # Stop recording # 1 # 2 Mark as urgent  
 # \* Cancel message  
 # # Send message

**Addressing**

1 Change addressing 3 3 Mark as private  
 1 1 Add addresses 3 4 Future message delivery  
 1 2 Hear all addresses 4 Review message  
 1 3 Remove address 4 1 Hear recording  
 1 # Send 4 3 Rerecord  
 1 \* Cancel 4 # Send  
 2 Change recording 4 # 1 Mark as private  
 3 Change delivery type 4 # 2 Mark as urgent  
 3 1 Mark as urgent 4 \* Return to message options

2 Send

**Change Preferences**

1 Greetings 2 1 Set up message notification  
 1 1 Rerecord greeting 2 1 5 Cascading notification  
 1 2 Alternate greeting on/off 2 4 Distribution lists  
 1 3 Edit greetings 3 Personal settings  
 1 3 1 Edit standard greeting 3 1 Change password  
 1 3 2 Edit alternate greeting 3 2 Change recorded name  
 1 4 Hear all greetings 4 Language options (if available)  
 2 Message settings

**9 General Delivery Mailboxes**

First select mailbox from list.  
 Then:  
 1 Review new messages  
 2 Send message  
 3 Review old messages  
 4 Access setup options

4 Setup Options