

## Quick Start Guide



# Cisco Unity Express 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 **#**.

After initial login, you can set up a recorded name and personal greeting and change your password. Press **\*** to exit the initial setup menu.

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 system greeting (“Sorry, <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

1. Dial the internal or external phone number to call Cisco Unity Express.
2. If you are calling from your own phone and are asked for a PIN, enter it and press **#**.

If you are calling from an external phone number or are calling from someone else’s phone extension:

1. If the system asks for your ID (usually your phone extension), enter it and press **#**. Then enter your PIN and press **#** again.
2. If the system asks for your PIN, press **\***. At the prompt, enter your ID (usually your phone extension) 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.

## To listen to messages

Perform 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 saved messages.

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

- **1**—restart message summary
- **2**—save message
- **3**—delete message
- **4**—reply to message
- **5**—forward message
- **6**—save message as new
- **7**—restart message or go back 3 seconds
- **8**—pause or restart message
- **9**—restart message or go forward 3 seconds

## To send a message

1. Perform 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 between address by name and address by extension. 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 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.

## At any time

Press **0** to access help.

Press **\*** to cancel, exit, or back up.

Press **#** to skip or move ahead.

## To get additional documentation

<http://www.cisco.com/univercd/cc/td/doc/product/voice/unityexp/index.htm>

---

**Cisco Unity Express voice-mail number, internal**

---

---

**Cisco Unity Express voice-mail number, external**

---

---

**Mailbox ID**

---

---

**Cisco Unity Express system administrator’s name and phone number**

---

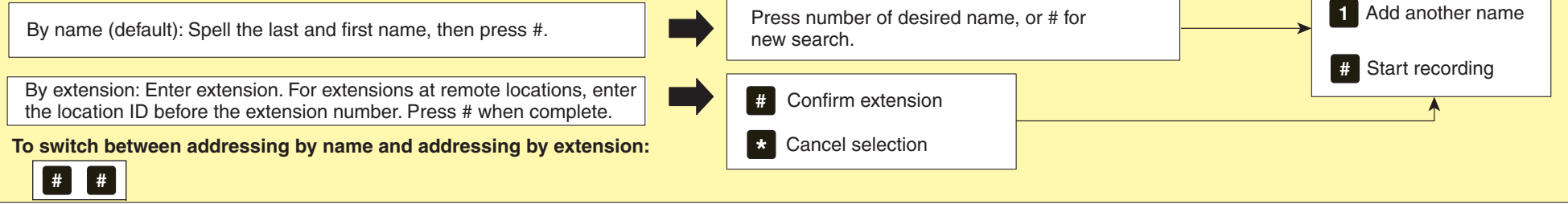
Submit a helpdesk request in regards to issues with your phone or voice mail at [helpdesk.com.edu](http://helpdesk.com.edu).



**Use these keys anytime:**

- 0** Help
- \*** Cancel, exit, or back up
- #** Skip, move ahead, complete or confirm addressing, and start and stop recording

**To address messages:**



**To listen to messages:**

- 1 New messages
- 3 Saved messages

**During message summary or review:**

- 1 Restart summary
- 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 last 3 seconds of message
- # Skip message

Record message (optional)

Address message

Record reply, then press #.

1 Message options  
# Send

Record reply, then press #.

1 Message options  
# Send

Record message (optional)

Address message

2 Send a message

Address message

Record message

1 Message options  
# Send  
\* Cancel message

1 Change addressing  
2 Change recording  
3 Change special delivery  
4 Review message  
# Send  
\* 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  
3 Personal settings

1 Re-record greeting

2 Turn on/off alternate greeting

3 Edit other greetings

4 Hear all greetings

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 saved messages

4 Access setup options