Cisco Unity Voicemail Guide

Setting up voice mail

You will be provided with a temporary PIN to set up your mailbox for the first time.

1. Dial 84444.
2. Enter your ID (your extension number) and PIN when requested.
3. The system will prompt you to record a name and greeting, and to change your PIN.

Accessing voice mail

Using the phone portal to access voice mail:

You will need to run the campus VPN from off-campus. Go to go.lehigh.edu/voicemail

Using your phone to access voice mail:

1. From your phone: press the voice mail key or dial 84444; you will be prompted to enter your PIN, followed by #
2. From another campus phone: dial 84444; enter * when the system answers, then follow the prompts to enter your ID (your voice mailbox/extension) followed by #, and your PIN followed by #
3. From off campus: dial 610-758-4444; enter * when the system answers, then follow the prompts to enter your ID (your voice mailbox/extension) followed by #, and your PIN followed by #

Navigating

Please note that operations on Unity use different number keys/sequences than our former voice mail system. Please review Cisco's detailed shortcut guide.

Greetings

You can record up to six personal greetings. You can turn on as many greetings as you want, and you can specify how long you want the greetings to stay on. All greetings can be recorded and updated by pressing 4-1 at the main menu.

1. Standard Greeting - This greeting plays during the business hours. The standard greeting cannot be turned off.
2. Closed Greeting - Turn on this greeting when you want your callers to hear a recording from you during the non-business hours. (For example, "Sorry, I am not available to answer your call. Company office hours are.") When it is on, the closed greeting overrides the standard greeting during non-business hours.
3. Alternate Greeting - Turn on this greeting for a specific time period, such as when you are on vacation. (For example, "I will be out of the office until.") When it is on, the alternate greeting overrides all other greetings. Your alternate greeting may play a prompt to remind you that your alternate greeting is on after you log on by phone. You can set your alternate greeting to stop playing on the day that you return from a vacation.
4. Busy Greeting - Turn on this greeting when you want callers to know that you are on the phone. (For example, "I am currently on another line, please leave a message.") When it is on, the busy greeting overrides the standard, closed, and internal greetings when your phone is busy.
5. Internal Greeting - Turn on this greeting when you want to provide information that coworkers might need to know. (For example, "I will be in conference room B until noon today.") When it is on, the internal greeting overrides the standard and closed greetings, and plays only to callers within your organization when you do not answer your phone.
6. Holiday Greeting - Turn on this greeting when you want callers to hear a recording from you during a holiday. (For example, "Happy holiday. I am not available to answer your call. I will be out of the office from to.") When it is on, the holiday greeting overrides the standard greeting during nonbusiness hours.

Forwarding Messages

1. After listening to the voicemail message you’d like to forward, press 5 to forward the message.
2. You will be prompted to record an intro message.
3. You will then be prompted to enter the extension you want to forward the message to, followed by the # key.

Managing Messages

1. You can press 1 during or after a voicemail to restart it from the beginning.
2. Pressing 2 will save a message which will keep it at the end of new voicemail when you access your messages.
3. Pressing 3 will mark a message as deleted. However, this will not completely remove the message from your voicemail. See below for steps on permanently deleting voicemails.

Permanently Deleting Messages

Cisco Unity Communications saves your deleted messages; you can play, restore, or permanently delete them. It works just like the recycle bin on a Windows PC. Your mailbox has a quota, and managing it means both deleting new voice mail messages AND permanently emptying them from your mailbox from time to time.

• At the Main menu, press 3 to review old messages, then press 2 for deleted messages.
• Press 1 to review your deleted messages and delete them individually, or press 2 to erase all messages at once. To delete an individual voicemail, press 3 anytime during or after the message.
• You can play your deleted messages, just as you can play new and saved messages. You can also restore a deleted message as a new or saved message. By default, the most recent messages are played first.
• Please note, once you use the option to erase a deleted message, it will be permanently be removed from your messages.

Receiving Messages via Email

By default, Unity messages will be sent to your phone and your email account. You will need to delete messages from both locations - your phone and your email. If you prefer to receive messages in only one location, either phone or email, please contact the Help Desk.

Directly accessing someone else's mailbox

From your Cisco phone, dial *8xxxx, where 8xxxx is the mailbox number you want to reach. This will take you directly to the mailbox without having to ring the extension.