

WAYNE STATE
UNIVERSITY

Cisco Unity Connection Voicemail

1

VOICEMAIL TRAINING

Table of Contents

Enrollment Process (required for every user):

- Obtain Temporary PIN from Network Services Helpdesk (via [TSR](#) submission)
- Setup New Voicemail Box

How to:

- Access Voicemail
- Listen to New Messages
- Record Standard Greeting
- Record Alternate (Extended Absence) Greeting
- Change your Recorded Name
- Change your PIN
- Send a (Quick) Message

Helpful Information:

- Voicemail Defaults
- Menu's and Shortcuts

IMPORTANT NOTE

Action Required before attempting Self-Enrollment

3

You must **FIRST** submit a [Telephone Service Request](#) (TSR) and obtain a temporary PIN (password). This PIN will allow you to complete self-enrollment and begin accessing voicemail messages. The TSR form is located at:

<https://tech.wayne.edu/kb/telecommunications/wsu-telephone/298114>

Select the checkbox for **Reset Voicemail Security Code-New User**. Once temporary PIN is received from the Helpdesk, you may continue with the self-enrollment process.

* **It is important to follow the self enrollment process to the end. If the enrollment process is incomplete, the next time you access voicemail you will be sent through the enrollment process again until it is *fully completed*.**

SAMPLE Completed TSR Form

4

RESET VOICEMAIL SECURITY CODE

PHONE 1. Select Phone

WEB INBOX (voicemail.wayne.edu)

FORGOT MY PASSWORD 2. Select New User & input your name

NEW USER -- MAILBOX NAME:

DELETE VOICEMAIL

DELETE VOICEMAIL PHONE AND WEB INBOX (COMPLETELY)

REMOVE FORWARDING TO MY E-MAIL

DISABLE VOICE COMMANDS 3. Add comment for requesting temporary PIN

COMMENTS

Please send temporary PIN so I can complete Self-Enrollment for voicemail box.

Enrollment Process

Set Up New Voicemail Box

5

ALL VOICEMAIL USERS MUST COMPLETE ENROLLMENT!

- 1) **Submit TSR:** Request a temporary PIN.
- 2) **Receive PIN:** Helpdesk provides temporary PIN.
- 3) **Dial Voicemail:** Dial **7-3456** or **313-577-3456**. Press # (pound).
- 4) **Enter Extension:** Enter your 5 digit mailbox extension number.
- 5) **Enter PIN:** Enter temporary PIN (password) obtained from Network Services Helpdesk in Step 1 above.
- 6) You will now hear “**Welcome to Cisco Unity Connection**” . The system will now prompt you to change PIN, Record Name and Greeting.
- 7) **Change Password (PIN):** The system requires that you change your temporary PIN (minimum 5 digits). When prompted, enter a new 5 digit PIN using the keypad 0-9. Press # to complete. Enter your PIN again and press # once more to confirm.

<continue enrollment on next page>

Enrollment Process

Set Up New Voicemail Box-*continued*

6

- 5) **Recorded Name**: Listen to system prompts and record a **Mailbox Name** (your name/department). When satisfied with recorded name, press #. To re-record name, simply *wait* and DO NOT press #. The system will prompt you to record your name again (“After the tone please record your name”). **Recording your name/department is *mandatory*. Enrollment will not complete until a name is recorded.**
- 6) **Personal Greeting**: After recording a mailbox name, the system automatically creates the following standard greeting “*Sorry, <recorded name> is unavailable, please leave your message after the tone*”. To record a customized Personal Greeting, Press 1. After the tone, record your customized greeting. When satisfied with your greeting, press #.
- 7) The system will now respond “**You have finished the enrollment process**”. At this point you have completed enrollment and may hang up the phone or proceed to listening to voicemail messages.



Access voicemail

7

- **To access your voice mail – externally**
 1. Dial 313-577-3456. When Voicemail answers, press # (pound).
 2. Enter your mailbox extension number, and press #.
 3. Enter your PIN and press #.

- **To access your voicemail – internally**
 1. Dial 7-3456. When Voicemail answers, press # (pound).
 2. Enter your 5 digit mailbox number.
 3. Enter your PIN and press #.



Listen to New Messages

8

- Access the Voicemail system (73456 or 313-577-3456).
- The system will announce the number of new messages.
- System will begin playing messages oldest to newest.

ACTION	KEY(S)
Repeat	2
Delete	3
Save	7
Play Message Properties	9
Forward Message	1 3



Forward a Message

- Listen to the message you wish to forward.
- Press 1 3 to forward the message.
- Record an introduction after the tone.
- Enter the Extension that you wish to forward the message to, press #.
- Confirm the Extension, Press #.
- Stop Adding Extensions, Press #.
- Forward the Message, Press #.

Important Note: Messages can only be forwarded internally to other users of the voicemail system. External forwarding of messages is restricted.



Record Standard Greeting

10

- 1) Access your mailbox (73456 or 313-577-3456).
- 2) At the Main menu, press 4 to Change Setup Options.
- 3) Press 1 to change Greetings.
- 4) Voicemail will play your current greeting. To rerecord your Standard Greeting, press 1.
- 5) After the tone, record your new greeting. To end recording, press #. The system will then play your new greeting, if you are satisfied with the new recorded greeting, press #.
- 6) To exit mailbox, hang up or press *



Record & Turn on Alternate (Extended Absence) Greeting

11

- 1) Access your mailbox (73456 or 313-577-3456).
- 2) At the Main menu, press 4 (Change Setup Options).
- 3) Press 1 (Greetings), then Press 3 (Edit other Greetings).
- 4) Press 3 to re-record your Alternate (Extended Absence) Greeting.
- 5) Press 1 to record a customized Alternate Greeting, press # when you finish recording your Alternate greeting.
- 6) Press 3 to turn the Alternate Greeting ON.
- 7) If you turned on your alternate greeting, follow the prompts to set the date you want the system to turn it off or to leave it on indefinitely.

Note: An Alternate Greeting (previously called Extended Absence Greeting) does not accept or record messages. After the Caller hears the greeting, the system disconnects the call.



Turn **OFF** Alternate Greeting

12

- 1) Access your mailbox.
- 2) At the Main menu, press 4 (Change Setup Options).
- 3) Press 1 (Greetings). System states “Your current greeting is the ALTERNATE greeting” then plays the greeting that callers will hear.
- 4) Press 2 to turn **off** the ALTERNATE Greeting.

Keypad sequence “4 - 1 - 2” acts as a toggle switch turning on AND off the Alternate Greeting. System will state which greeting is ACTIVE (Standard or Alternate). When a greeting is ACTIVE, this is the greeting a caller will hear when dialing your phone. When Alternate greeting is OFF, Standard greeting automatically becomes ACTIVE.



Change Recorded Name

13

- 1) Access your mailbox (73456 or 313-577-3456).
- 2) At the Main menu:
 - Press 4 to change Setup Options
 - Press 3 for Preferences
 - Press 2 for Recorded Name
- 3) Follow the prompts to record your name or a short message. To pause or resume recording, press 8.
- 4) To end recording, press #.



Change PIN

14

1. Access your mailbox (73456 or 313-577-3456).

2. At the Main menu
 - Press 4 to change Setup Options
 - Press 3 for Preferences
 - Press 1 for change PIN

1. When prompted, enter your new PIN and press #. Use digits 0 through 9.

- * Your PIN must contain a **minimum** of 5 digits



Send a (Quick) Message

15

- 1) Access your mailbox (73456 or 313-577-3456)
- 2) At the Main menu, press 6 to Send a Message.
- 3) After the tone record your message (*to pause or resume recording, press 8*).
- 4) To end recording, press #.
- 5) Enter extension number of the message recipient, then press #.
- 6) Confirm the extension by pressing #.
- 7) To stop adding names, press #.
- 8) To send the voice message press #.

Voicemail Defaults

16

- Maximum greeting length = 90 Seconds (1 ½ minute)
- Maximum message length that someone can leave in your voicemail box = 5 minutes
- Maximum number of messages that can be left in your voicemail box = 1 hour
- Maximum number of days that messages are kept (messages that you have not listened to) = 29 days
- Maximum number of days that saved messages are kept (messages you have listened to) 22 days

Phone Menu and Shortcuts

17

MAIN MENU OPTIONS AVAILABLE

Review Messages (Saved & Deleted)	3
Change Set Up Options	4
Hear New Messages	5
Send a Message	6
Exit	9
Repeat Menu	#
Main Menu Help	0

During Message Menu

18

OPTIONS AVAILABLE WHEN LISTENING TO A MESSAGE

Repeat Message	2
Delete Message	3
Skip Message	5
Mark Message as NEW	6
Save or Restore as Saved Message	7
Forward Message	1 3
Play Previous Message	1 5
Reply to Message	1 7
Cancel Playing Messages	*

After Message Menu

19

OPTIONS AVAILABLE AFTER LISTENING TO A MESSAGE

Rewind/Repeat	2
Delete Message	3
Save Message	7
Play Message Properties	9
Forward Message	1 3
Play Previous Message	1 5
Reply to Message	1 7
Reply to All	4 2
Cancel or Back Up	*

Marking a Message Menu

20

OPTIONS AVAILABLE AFTER LEAVING A MESSAGE

Send Message	# or hang up telephone
Mark Urgent	1
Mark Private	2
Play Message (Review)	3
Re-Record Message	4
Add to Message	5
Discard Message	6