



Cisco Unity Express 8.6 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 **9-6500**.

- If asked for a PIN, enter it and press **#**.
Note: If you do not get asked for a pin, 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.

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

Anytime

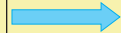
- Press **0** to access help.
- Press ***** to cancel, exit, or back up
- Press **#** to skip or move ahead, complete or confirm addressing, accept changes, send message, and start and stop recording.

Anytime

- # Skip or move ahead, complete or confirm addressing, accept changes, send message, start and stop recording.
- 0 Help
- * Cancel, exit, or back up

Retrieve Messages

- 1 New
- 3 1 Saved
- 3 2 Deleted



During or After Playback

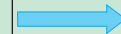
- 1 Restart
- 2 Save
- 3 Delete
- 4 Reply (and begin recording)
- 4 1 Stop recording/ listen
- 4 3 Delete recording/restart
- 4 # Stop recording
- 4 # 1 2 Mark as urgent
- 4 # 1 3 Mark as private
- 4 # 1 9 3 Mark as secure
- 4 # # Send (see "After Recording a Reply")
- 44 Live reply
- 5 Forward with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

During Playback Only

- 7 Go back 3 seconds
- 8 Pause message
- 8 7 Restart from prior 3 seconds
- 8 8 Restart
- 1 Message Options
- 1 1 Change address
- 1 2 Change recording
- 8 9 Restart from next 3 seconds
- 9 Go forward 3 seconds
- # Skip message summary
- 1 3 Special delivery options
- 1 4 Review the message
- 1 # Send
- 1 * Cancel

Change Preferences

- 4 Setup Options



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