

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. Press the Message button or dial the internal phone number to call Cisco Unity Express.
2. If asked for a PIN and you have one, enter it and press #

Press * to exit the initial setup menu, or continue to set up a recorded name, personal greeting and change your password.

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 greeting (“Sorry, <extension xxxx>/<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 #
e.g. *Thank you for calling, you have reached <your name>. I can't take your call at the moment, so please leave your name, number and and brief message and I'll call you back as soon as possible. Thank you for calling <your company name>*
3. Your newly recorded greeting plays. To accept this greeting and continue, press # To Re-record, 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. Press the Message button or dial the internal 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 listen to messages

Perform the 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 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
 - 5—forward message
 - 6—save message as new
 - 7—restart message or go back 3 seconds
 - 8—pause or restart message

- 9—skip message or go forward 3 seconds
- #—skip summary or message

To send a message

1. Perform the 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 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.
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 the 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, then:
 - Press 1 to manage standard, personal, and alternate greetings.
 - Press 2 to set up and use public and private distribution lists.
 - Press 3 to manage personal settings such as password and recorded name.

At any time

Press 0 to access help; * to cancel, exit, or back up; and # to skip or move ahead.

