Using Your Unity Voice Mail

Setting up your voice mail the first time (you must be at your own phone):
1. Press the * (messages) button
2. When prompted, enter the temporary password 5700 and press #
3. Follow the prompts to record your name, greeting, and a new 4 digit password

Checking voice mail from your phone:
1. Press the * (messages) button
2. Enter your password and press #
3. Press 1 to listen to new messages
4. Follow the prompts to save, delete, replay, etc.

Checking voice mail from another Cisco phone on campus:
1. Press the * (messages) button
2. Press * when the voice mail system starts
3. When prompted for your ID, enter your 7 digit phone number and press #
4. Enter your password and press #
5. Follow the prompts

Checking voice mail from an external phone:
1. Call 630/829.1000
2. Press * when the voice mail system starts
3. When prompted for your ID, enter your 7 digit phone number and press #
4. Enter your password and press #
5. Follow the prompts

Creating Distribution Lists:
Please contact the help desk to have your distribution created:
- ext. 6684 (on-campus from a Cisco phone),
- 630/829.6684 (off-campus), or
- helpdesk@ben.edu

You can have up to 20 personal distribution lists

Working with Distribution Lists:
1. Press the * (messages) button
2. Enter your password and press #
3. Press 4 to access Setup Options
4. Press 2 for Message Settings
5. Press 4 to Edit Private List
6. Press 2 to Change Names
7. Press 1, 2, 3… 20 to choose the list you wish to change
8. Choose one of the following options:
   1 - add a user
   2 - review current users
   3 - remove a user
   4 - record the name of the distribution list
9. Hang up when you’re finished

For further help, contact the help desk:
- ext. 6684 (on-campus from a Cisco phone),
- 630/829.6684 (off-campus), or
- helpdesk@ben.edu
Basic Voice Mail Controls:

<table>
<thead>
<tr>
<th>To…</th>
<th>Press…</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listen to new messages</td>
<td>1</td>
</tr>
<tr>
<td>Send new messages</td>
<td>2</td>
</tr>
<tr>
<td>Review old messages</td>
<td>3, 1</td>
</tr>
<tr>
<td>Setup options</td>
<td>4</td>
</tr>
<tr>
<td>Cancel or return to previous menu</td>
<td>*</td>
</tr>
<tr>
<td>Skip or move ahead</td>
<td>#</td>
</tr>
</tbody>
</table>

During Message Playback:

<table>
<thead>
<tr>
<th>To…</th>
<th>Press…</th>
</tr>
</thead>
<tbody>
<tr>
<td>Repeat the message</td>
<td>1</td>
</tr>
<tr>
<td>Save the message</td>
<td>2</td>
</tr>
<tr>
<td>Delete the message</td>
<td>3</td>
</tr>
<tr>
<td>Slow playback</td>
<td>4</td>
</tr>
<tr>
<td>Fast playback</td>
<td>5</td>
</tr>
<tr>
<td>Rewind the message</td>
<td>6</td>
</tr>
<tr>
<td>Pause/continue the message</td>
<td>7</td>
</tr>
<tr>
<td>Fast forward through the message</td>
<td>8</td>
</tr>
<tr>
<td>Skip to the end of the message</td>
<td>#</td>
</tr>
<tr>
<td>Save the message as-is</td>
<td>##</td>
</tr>
</tbody>
</table>

After Recording a Message:

<table>
<thead>
<tr>
<th>To…</th>
<th>Press…</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change addressing</td>
<td>1,1</td>
</tr>
<tr>
<td>Change the recording</td>
<td>1,2</td>
</tr>
<tr>
<td>Set special delivery</td>
<td>1,3</td>
</tr>
<tr>
<td>Review your recorded message</td>
<td>1,4</td>
</tr>
<tr>
<td>Cancel or return to previous menu</td>
<td>*</td>
</tr>
<tr>
<td>Skip or move ahead</td>
<td>#</td>
</tr>
</tbody>
</table>

After Listening to Messages:

<table>
<thead>
<tr>
<th>To…</th>
<th>Press…</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replay the message</td>
<td>1</td>
</tr>
<tr>
<td>Save the message</td>
<td>2</td>
</tr>
<tr>
<td>Delete the message</td>
<td>3</td>
</tr>
<tr>
<td>Reply to the message</td>
<td>4</td>
</tr>
<tr>
<td>Reply to all</td>
<td>4,2</td>
</tr>
<tr>
<td>Return the call</td>
<td>4,4</td>
</tr>
<tr>
<td>Forward the message</td>
<td>5</td>
</tr>
<tr>
<td>Save as new</td>
<td>6</td>
</tr>
<tr>
<td>Rewind the message</td>
<td>7</td>
</tr>
<tr>
<td>Listen to the message properties</td>
<td>9</td>
</tr>
<tr>
<td>Save the message as-is</td>
<td>#</td>
</tr>
</tbody>
</table>

Four Greeting Types You Can Set:

Each of the four greeting types can be set by entering into your voice mail system and going into the setup options (press 4):

- **Standard Greeting:** this is your default message that you create when you first set up your voice mail.
- **Alternate Greeting:** this is a temporary message that plays instead of your standard greeting. It's typically used as an Out of Office message.
- **Busy Greeting:** this is the message that people hear when they call while you are on the phone.
- **Internal Greeting:** this is the message that internal people hear when you are not available to answer.

Sample Messages:

Nothing official about these, just some good sample messages:

Hello, this is (your name) in the (your department) at Benedictine University and today is (today's date). I'm sorry that I missed your call but please leave your name, number, and a brief message and I will return your call as soon as I can. Thank you!

Hello, this is (your name) and today is (today's date). I am in the office today and, if you would please leave your name, number, and a brief message, I will return your call as soon as I can. Thank you for calling!

Hello, this is (your name) and today is (today's date). I am not in the office today but if you would please leave your name, number, and a brief message, I will return your call when I get back into the office. Thank you for calling!

And a not-so-good sample:

Hi, this is (your name). You know what I hate about voicemail messages? They go on and on, wasting your time. I mean, all they really need to say is, “We aren’t in, leave a message.” That’s why I’ve decided to keep mine simple and short. I pledge to you, my caller, that you will never have to suffer through another long answering machine message when you call me. Oops, I almost forgot - I am not in right now so please leave a message! See, wasn’t that easy? I just don’t know why others don’t use short messages like I do.

Did You Know…

The first voice mail patent in the US was applied for in 1975 and granted by the US Patent and Trademark Office in 1981.
Using Your Cisco® IP Phone 7945

The Phone

If you have voice messages, the red light on the handset will be on.

Each phone has two lines. The upper button is line 1 and the default line that will ring.

The LCD screen shows the current time and date along with your full phone number in the upper-right corner (including area code) and your four-digit extension beside line 1.

Function Buttons:

*: accesses the voice mail system
&: accesses your distribution lists
ђ: services button (not currently used)
☑: accesses the user-controllable settings (ringtone, etc.)
?: displays the built-in help system in the LCD screen

Volume: changes the volume of the ringer when the phone is not in use, the volume in the handset when you’re talking on the phone, or the speakerphone when that is in use

Headset: sends the call to your attached headset instead of the handset
Mute: turns off the microphone on your phone
Speaker: you can press it either answer or make a call without having to press the Line 1 button

Soft Keys:

The soft keys are context-sensitive and changes according to what you are doing. The common options you will see during a call are:

- Redial the last number you called
- New Call starts a new call (speaker phone or with the handset)
- CFwdALL sends all incoming calls to a different number
- iDivert immediately sends the incoming call to voicemail
- End Call ends the call you are currently on

Phone Phacts (or is that Fone Facts?)...

The telephone was invented the same year as Heinz ketchup.

Alexander Graham Bell died in 1922. As a tribute, every phone stopped ringing for one minute.

In the 10 year period between 1999 and 2009, cell phone use among US adults jumped from 27% to 89%!

The average person makes 1140 phone calls per year.

Dad, can you lend me $10? More collect phone calls are made on Father’s Day than any other day of the year.

In a 1962 episode of The Jetsons, Jane Jetson used a video phone and dialed VENUS-1234.

For a full list...

To get a full list of the soft key functions, press the ? button twice and then press the Main soft key. Press 3 on the keypad.
Ways to Place a Call:
1. Lift the handset and dial (dial 8 for an outside line)
2. Press the line 1 or 2 button
3. Press the speaker button
4. Press the New Call soft key
5. Dial the number and press the Dial soft key

Ways to Answer a Call:
1. Lift the handset
2. Press the flashing line button
3. Press the Answer soft key
4. Press the speaker button

Ways to End a Call:
1. Hang up the handset
2. Press the End Call soft key
3. Press the speaker button

To Place a Call on Hold:
1. During the call, press the Hold softkey
2. Press the Resume softkey to take the call off hold

To view the caller ID for a call on hold, press the ? button and then press the line button for the call on hold.
Since music is played when you place a call on hold, do not use the hold function during a conference call.

Transferring a Call:
You must be on an active call to transfer it
1. Press the Transf softkey (call is put on hold)
2. Dial the number to transfer the call to
3. Press the Transf softkey when you hear the line ring. You can wait until the person answers and talk to them before pressing Transf the second time
4. If the person won’t accept the transfer, press the End Call then the Resume softkeys to talk to the original caller

Dial the Most Recently Called Number:
1. Lift the handset and press the Redial softkey, or
2. Just press the Redial softkey to use the speaker phone

Place a Conference Call:
1. During a call, press the More softkey
2. Press the Confm soft key (this puts the call on hold and gives you a new line)
3. Dial another number
4. When the new person answers, press the Confm softkey again to add them to the conference call
5. Repeat to add additional people to the conference call

Use Call Waiting:
If you’re already on the phone and receive another call, the new caller will be sent to your voice mail after three rings. If you want to answer the new call:
1. Press the Answer soft key (this puts the original call on hold and answers the new call)
2. You can switch back and forth between calls by putting the active call on hold and then press the flashing line light of the other call

Forward All Calls to Voice Mail:
1. Press the CFwdAll soft key (you’ll hear two ‘beeps’)
2. Press the voice mail button

Forward All Calls to Another Extension:
1. Press the CFwdAll soft key (you’ll hear two ‘beeps’)
2. Dial the 7-digit number where you want your calls sent (you cannot forward calls to an off-campus number)

Cancel Call Forwarding:
1. Press the CFwdAll soft key (you’ll hear two ‘beeps’)

View Your Call History Directories:
1. Press the directories button
2. Press the corresponding keypad number to choose:
   1 - Missed Calls
   2 - Received Calls
   3 - Placed Calls
3. Use the navigation button to scroll through the list
4. Press the Exit softkey when you’re finished

Use the Corporate or Personal Directories:
1. Press the directories button
2. Press the corresponding keypad number to choose:
   4 - Personal directory
   5 - Corporate (Campus) directory
3. Use the navigation button to choose between a first name, last name, or extension search
4. Use the phone’s keypad to type the first few characters of the person’s first name, last name, or extension. The more characters you can type, the fewer names/numbers will appear
5. Use the navigation button to highlight the person you are searching for and press the Dial softkey to call or Exit to leave the directory

“Go through your phone book, call people and ask them to drive you to the airport. The ones who will drive you are your true friends. The rest aren’t bad people; they’re just acquaintances.”
- Jay Leno