



Access Voicemail

From Your Phone:

1. Press the  (Messages) button on your phone.
2. Enter your voicemail pin number followed by # (pound).
3. Follow the prompts to manage your voicemail messages.

From Another UWW Phone:

1. Press the  (Messages) button on the phone.
2. Press * (star) key to identify yourself as an alternate user.
3. Enter your extension number followed by # (pound).
4. Enter your voicemail pin number followed by # (pound).
5. Follow the prompts to manage your voicemail messages.

Remotely (Outside of UWW Phone System):




1. Dial your full UWW phone number.
2. When the greeting plays, press the * (star) button.
3. Enter your UWW extension number, followed by # (pound).
4. Enter your voicemail pin number, followed by # (pound).
5. Follow the prompts to manage your voicemail messages.

Other:

- Cisco Jabber client
- <http://voicemail.uww.edu> | **Web Inbox**

Visual Voicemail

Accessing Visual Voicemail:

1. Press the  (Messages) button on your phone.
2. Select Visual Voicemail and press .
3. Enter your extension number, then press .
4. Enter your voicemail pin number, then press the **Sign In** soft key.

Use the soft key and navigation buttons to select and manage your voicemail. Press the **More** soft key button for more options.

Reset Voicemail Password


1. Go to <http://voicemail.uww.edu>.
2. Enter your Net-ID and password. Click **Login** to continue.
3. Select **Messaging Assistant**.
4. Select **Passwords | Change PIN**.
5. Enter your new pin number, then click **Save**.

Unity Voicemail Web Inbox

Logging into the Cisco Unity Voicemail Web Portal:

1. Go to <http://voicemail.uww.edu>.
2. Enter your Net-ID and Password. Click **Login** to continue.
3. Select **Web Inbox**.

Play a Message:

1. From the web inbox, select the message you wish to play.
2. Click the  button to play the message over your computer.



Delete a Message:

1. From the web inbox, select the message you wish to delete.
2. Click the **Delete** button.



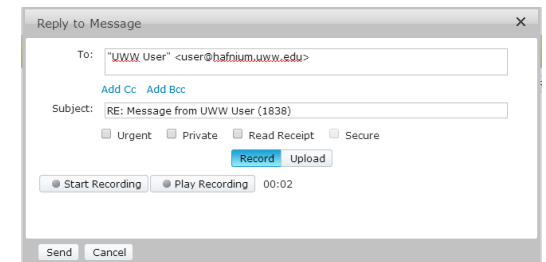
Mark as Unread:

1. From the web inbox, select the message you wish to mark unread.
2. Click the **Mark Unread** button.



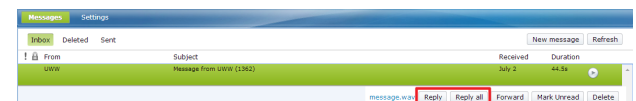
Forward a Message:

1. From the web inbox, select the message you wish to forward
2. Click the **Forward** button.
3. Enter in the recipient's email address in the To: field.
4. If you wish to include a recorded message with your forward, click the **Start Recording** button to record a new audio message using your computer's microphone or click the **Upload** tab to upload a new pre-recorded audio file.
5. Click **Send** to forward your message.



Reply to a Message:

1. From the web inbox, select the message you wish to manage.
2. Click the **Reply** button.
3. Adjust the "Reply to Message" details as needed.
4. Click the **Start Recording** button to record an audio message using your computer's microphone.
5. Click **Send** to send your reply or **Cancel** to exit.



Voicemail Phone Prompts

Main Menu:

Action	Key(s)
Hear new messages	1
Send a message	2
Review saved messages	3 1
Review deleted messages	3 2
(Not available on some systems)	
Change setup options	4
Change greetings	4 1
Turn alternate greeting on or off	4 1 2
Edit other greetings	4 1 3
Change message notification	4 2 1
Change fax delivery	4 2 2
(Not available on some systems)	
Select full or brief menus	4 2 3
Change PIN	4 3 1
Change recorded name	4 3 2
Change call transfer	4 4
Find messages from a Connection user	5 1
(Not available on some systems)	
Find messages from all outside callers	5 2
(Not available on some systems)	
Find messages from an outside caller	5 3
(Not available on some systems)	
Hear meetings	6
(Not available on some systems)	
Hear external messages	7
(Not available on some systems)	
Switch between using the phone keypad and using voice commands (Connection 8.5 and later)	9

Send a Message Prompts:

Action	Key(s)
Send message	#
Add name	9 1
Mark message urgent	1
Request return receipt	2
Mark message private	3
Set future delivery	4
Review recording	5
Rerecord	6
Add to the message	7
Mark message secure	9 3

During Message Menu Prompts:

Action	Key(s)
Restart message	1
Play message by number	1 2
Play previous message	1 4
Play next message	1 6
Save	2
Delete	3
Reply	4
Reply to all	4 2
Return call to sender	4 4
Forward message	5
Slow playback	6 4
Fast playback	6 6
Change volume	6 5
Reset volume to default level	6 3
Rewind message	7
Pause or resume	8
Fast-forward	9
Fast-forward to end	#
Play first message	1 7
Play last message	1 9
Toggle urgent status on/off	1 8
Skip message, save or restore as saved	# 2
Skip message, save or restore as new	6
Skip message, save as is	# #
Send fax to fax machine for printing	6 8
Play message properties	1 5
Cancel or back up	*
Help	0

After Message Menu Prompts:

Action	Key(s)
Replay message	1
Save message	2
Delete	3
Reply	4
Forward message	5
Save or restore as new	6
Skip message	7
Play message properties	9
Help	0



Cisco Unity Voicemail

