

Voicemail Instructions and Shortcut Keys

Cisco Unity Connection



Access the Cisco Voicemail System by dialing



- On-campus from your desk phone: Press **Messages** button or dial "1000".
- On-campus from another phone: Press **Message** button or dial "1000" and then press the asterisk (*) key.
- Off-campus: **973-596-5500**.

New message indicators

The solid red light on your handset indicates that you have a new voicemail message.

Voicemail through email

Cisco Unity sends user voicemail to their primary email address in addition to their phone. Please note that the red light for a new message will not disappear after listening to their voicemail from their email. In order to remove the red light notification you will need to access your voicemail from your phone to delete as described below.

Listening to Voicemail Messages

- Follow the steps for Accessing your Voicemail (above).
- Enter your PIN number and press the (#) key.
 - Press 1 to hear NEW messages
 - Press 2 to SEND a message
 - Press 3 to REVIEW old messages
- Follow the prompts to listen to and manage your messages.
 - Press 1 to REPEAT message
 - Press 2 to SAVE message
 - Press 3 to DELETE message
 - Press 4 to REPLY message
 - Press 5 to FORWARD message
 - Press 6 to MARK AS NEW
 - Press 7 to SKIP BACK (Rewind ten seconds).

Set Your Greeting and Password:

When first logging into the Cisco Unity voicemail system, NJIT voicemail users will be prompted to set a personal greeting and customized password. Follow the instructions below in order to set your voicemail greeting and password.

Step 1. Call the voice mails system:

Step 2. (Off-campus only) When you are prompted to enter your ID, enter the number provided by the Telecom department followed by the pound (#) button.

Step 3. When prompted to enter your PIN, enter your initial PIN provided to you by the Telecom department, followed by (#).

A self-enrollment procedure will begin and you will be prompted to:

- Record your name
- Record your greeting
- Set up a new PIN

Your PIN needs to be a random combination of six digits and cannot be consecutive numbers in predictable sequence.

Step 4. WAIT until you hear "you have finished enrollment", then hang up. Your personal greeting and customized PIN are now set up.

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Main Menu and Shortcuts

Key	Task
1	Hear new messages
2	Send a message
3	Review old messages
4	Change setup options*
41	Change greetings
412	Turn on/off alternate greeting
421	Change message notification
423	Choose full or brief menus
431	Change voicemail password
432	Change recorded name
5	Find messages*
51	Find messages from a subscriber*
52	Find messages from all outside callers*
53	Find messages from a specific outside callers

* Not available on some systems.

During Message Menu

While listening to a message, press:

Key(s)	Task
1	Restart message
2	Save
3	Delete
4	Slow playback
5	Change Volume*
6	Fast playback
7	Rewind five seconds
8	Pause/Resume
9	Fast-forward five seconds
#	Fast-forward to end
##	Skip message, Save as is

* Not available on some systems.

During Message Shortcuts

Key(s)	Task
#4	Reply
#42	Reply to all
#5	Forward message
#6	Save as new/Restore as new*
#8	Deliver fax to fax machine*
#9	Return to Main Menu
77	Rewind ten seconds
99	Fast-forward ten seconds

* Not available on some systems.

After Listening to Message

After listening to a message, press:

Key	Task
1	Replay message
2	Save/Restored as saved*
3	Delete
4	Reply
42	Reply to all
44	Call the subscriber*
5	Forward message
6	Save/Restore as new
7	Rewind five seconds
8	Deliver fax to fax machine*
9	Play message properties
#	Save as is

* Not available on some systems.

Send Message Menu

After addressing and recording, press:

Key	Task
#	Send message
1	Mark urgent
2	Request return receipt
3	Mark private*
4	Request future delivery
5	Review recording
6	Rerecord
7	Add to recording
91	Add name
92	Hear all names (and delete)
*	Cancel message

* Not available on some systems.