



# Matanuska-Susitna College

## Unified Messaging

### About Cisco Unified Messaging

Cisco Unity Unified Messaging will allow you to:

- Listen to Voicemail from your Phone and Outlook
- Send Voicemail from your Phone and Outlook
- Reply to messages from your Phone and Outlook
- Forward Messages from your Phone and Outlook
- Manage your Voices Messages from your Phone and Outlook

### Enrolling in Unity Voicemail

Select an appropriate line.

1. Press the **Messages** button
2. Enter your **password** (default password 951753)
3. Listen carefully to the prompts and respond as required
  - Record your **name** followed by # key
  - Record your standard **greeting** followed by # key  
This greeting is what outside callers will hear when your phone is not answered.
  - Change your phone **password**

(You can change any of these settings by selecting option 4 from the menu)

4. The system will tell you when you have finished; you are then a Unity subscriber.

**NOTE: If you hang up before finishing, you must start over the next time you access your mailbox.**

## Accessing Voicemail from Your Phone

- Press the **Messages** button
- Enter your **password** and press **#** key
- Press **1** to hear new messages, or **3, 1** to hear saved messages
- Follow the prompt instructions.

**\*Note: When you listen to a new voice message it is automatically saved until you delete it**

## Accessing Voicemail from an Outside Phone

1. Dial your own internal 7-digit phone number;
2. press \* When Voicemail answers
3. Enter your **password** followed by#

**\*Note: You can also dial 745-9790 press \*; enter your 4 digit extension; press #; enter your password; and press #**

## Menu Prompts

### Main Menu Prompts

- 1- Play New Messages
- 2- Send Messages to other Municipality personnel
- 3- Check Saved Messages
- 4- Change Set Up Options (Greetings, Passwords)
- 5- Find a Message

### During A Message:

- 1 - Repeat
- 2 - Save
- 3 - Delete
- 4 - Slower
- 5 - Change Volume

- 6 - Faster
- 7 - Rewind 3 sec
- 8 - Pause/Resume
- 9 - Fast Forward
- ## - Skip to Next and Mark New

**After Listen to a Message:**

- 1 - Repeat
- 2 - Save
- 3 - Delete
- 4 - Reply
- 5 - Forward
- 6 - Mark as New
- 7 - Skip Back
- 8 – Play Message
- 9 - Summary

## **Accessing Your Voicemail**

You can access your Voicemail from your:

- Phone
- E-mail Inbox

When you receive a new message:

- Your red light on your phone will light
- Your computer will alert you if Outlook is running

**\*Note:** once voicemail is accessed (opened) from your E-mail Inbox, the red light on your phone will automatically turn off.

# Deleting Messages from Outlook

## SPECIAL NOTES:

- Please note when you delete a voicemail message from Outlook you can no longer listen to the message from your phone.
- If you click on the message, it changes from 'new' status and your message waiting indicator light (red light) on your phone will turn-off. You can still listen to the message on your phone as a 'Saved' message.
- If you move a voicemail message from your Inbox to another folder, you will not be able to listen to the message from your phone any longer.
- If you have an **Outlook rule** that process inbound emails directly into another folder the message light will never turn on, and it is no longer accessible from your phone.

## Short Cuts

### *Keyboard Shortcuts for the Media Master Key(s)*

- Alt-Shift-P                      Play/Pause
- Alt-Shift-S                      Stop
- Alt-Shift-R                      Record/Pause
- Alt-Shift-M                      Open Options menu
- Alt-Shift-F3                      Skip back
- Alt-Shift-F4                      Skip forward
- Alt-Shift-F7                      Decrease volume
- Alt-Shift-F8                      Increase volume
- Alt-Shift-F11                      Slower playback
- Alt-Shift-F12                      Faster playback