



Unity voicemail quick guide for the Cisco 7962 handset

Set-up

Before you will be able to send and receive messages you will first have to enrol in the new system:

- Press **messages** button to access the voice mail system or dial 674444
- Enter the default password 089100# then follow the instructions
- Use the * key to go back, and the # key to move forward at any time.

The voicemail will guide you through a tutorial to set up your mailbox.

You will be asked to:

1. Record your name for identification. (First and last name) e.g. Jane Smith

The system will play back your recording; press # to continue or re-record

You will then hear a system greeting with just your name included.

2. Press 1 to re-record and personalise this greeting. Record a greeting including your name

e.g. "You have reached the extension for Jane Smith. I am sorry I am not available to take your call, please leave me a message after the tone and I will return your call as soon as possible. Thank you for calling"

The system will play back your recording; press # to continue or 1 to re-record.

3. The system will then ask you to change the default Password.

Enter a new 6-digit password followed by # Enter again for confirmation followed by #

The system will then run through some spoken options, and confirm that you have finished enrolment.

Call forwarding all calls to voicemail

(this will override all default settings):

- Press CfwAll softkey
- Press messages button
- To cancel call forwarding, press CfwAll softkey.

Message Indication

Your handset display will change as follows to indicate you have a voicemail:

- Message envelope icon displayed
- Light illuminated on phone handset.
- Text message displayed on screen "You Have Voice Mail"

To access your messages

- Press messages button to access the voice mail system.
- Press 1 to listen to your new messages.
- The voice mail will tell you the date and time the message was received.

During a message

- Press 1 to restart message
- Press 2 to save message
- Press 3 to delete message
- Press 4 to slow playback speed
- Press 5 to change volume
- Press 6 to increase playback speed
- Press 7 to rewind 5 seconds
- Press 8 to pause or resume message
- Press 9 to fast forward to end
- Press # to skip to end
- Press * to exit messages

After a message

- Press 1 to repeat message
- Press 2 to save message
- Press 3 to delete message
- Press 5 to forward (internal only)
- Press 6 to mark message new
- Press 7 to skip back
- Press 9 to play message details
- Press * to cancel.

External message collection

- Dial the Voice Manager Number 020 8757 4444
- When you hear the voice mail system answer Press *
- Enter your User ID (extension number) #
- Enter your Password #
- You are now able to listen to messages and customise your mailbox as if in the office.

How to record a new greeting

- Dial into Voice Mail
- Press 4 for set up options
- Press 1 for greetings
- Press 2 to record in UK English
- Standard greeting will be played back to you
- Press 1 to start re-recording greeting
- Press # to end.

To change recorded name

- Press # to end
- Press # to end
- Press 3 for personal settings
- Press 2 to change name recording
- Press 2 to change name recording
- Press 2 to change name recording
- Say your first and last name after tone then press #
- Press 3 to hear current recorded name
- Press 2 to re-record name
- At the tone re-record your name or press * to keep current name

To change the password

- At the tone re-record your name or press * to keep current name
- At the tone re-record your name or press * to keep current name
- Press 3 for Personal settings
- Press 1 to change your password
- Enter new password then press #
- Enter password again
- Press # to confirm.