




Cisco Unity Voicemail for 9971
Int. 18999 Ext. 08 7221 8999



Setting Up Your New Voicemail

Dial 18999 or press  on your video phone
Enter security code: 12345


Record Name







1. Record your name only e.g. Mary Smith or Professor Smith.
2. At the tone say your name and then press .
3. Your name recording will be played back to you
4. If you are happy with your name recording press  to continue, if not record your new name greeting at the tone.
5. Your message will be saved after pressing .

Record Personal Greeting (standard greeting)

Record your personal greeting;




e.g. "Hello, you have reached the voicemail box for Mary Smith, please leave a message after the tone"

1. To use your name recording as your personal greeting press .
2. To record a personal greeting press 1

3. Your personal greeting will be played back to you
4. If you are happy with your personal greeting press  to continue, if not press 1 to record your new personal greeting
5. Your message will be saved after pressing the .
6. Change your Security Code
7. Enter a new security code followed .
8. To confirm, enter your new security code again followed by  Directory services
- 9.
10. Voicemail directory services will not be used at this time, Press  to continue
11. Press  to exit or hang up.

Accessing Messages

From Your Deskphone



1. Dial 18999 or press .
2. Enter your security code and press .
3. Follow prompts to repeat, save, discard, mark as new, skip back, message properties reply or forward message.
4. Press  to exit or hang up

Access your mailbox from another extension (on campus)


1. Dial 18999
2. You will be prompted to enter your security code - instead - press
3. Enter your extension number as your User ID
4. Then enter your security PIN when prompted
5. Proceed as normal.

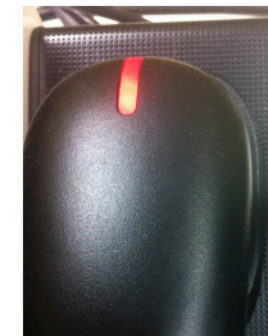
Access your mailbox from external location (off campus)

Dial 72218999

1. Press  when prompted
2. Enter your extension number as your mailbox number followed by .
3. Enter your security code
4. Proceed as normal.

Message Waiting

Your Cisco 9971 IP Phone will show a red voicemail indicator () next to the corresponding line
The red light on your phone hand piece will also light up.



Cisco 9971 Handpiece

**Prompt Key Shortcuts for
Cisco Unity Voicemail for 9971**
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Main Menu

Action	Key(s)
Hear new messages	1
Send a message	2
Review saved messages	3 1
Review deleted messages*	3 2
Change setup options	4
Change greetings	4 1
Turn alternate greeting on or off	4 1 2
Change message notification	4 2 1
Choose full or brief menus	4 2 3
Change phone password	4 3 1
Change recorded name	4 3 2
Change call transfer	4 4

During Message

Action	Key(s)
Restart message	1
Play previous message	1 4
Play next message	1 6
Save message	2
Delete	3
Reply	# 4
Forward message	# 5
Save or restore as new	# 6
Play message properties	# 9
Slow playback	4
Change volume	5
Fast playback	6
Rewind message	7
Fast-forward to end	#
Pause or resume	8
Fast-forward	9

After Message Menu and Shortcuts

Action	Key(s)
Replay message	1
Play message by number	1 2
Play previous message	1 4
Play next message	1 6
Save or restore as saved	2
Delete	3
Reply	4
Forward message	5
Mark as new	6
Rewind	7
Play message properties	9
Save as is	#
Cancel or back up	*
Help	0