



**SUNY Oswego
CISCO Unity
Connection Messaging
System**

Voicemail User Guide

**Campus Technology Services
Telecommunications
102 Culkin Hall
(315) 312-2500
phone-list@ls.oswego.edu**

VOICE MESSAGING BASICS

You may interact with your Voice Messaging Service from any Touch-Tone telephone. You can receive messages **24** hours a day, **7** days a week.

GETTING STARTED

INITIALIZING YOUR MAILBOX:

The first time you use your mailbox, you must “**personalize**” it using the following steps:

Using a Touch-Tone telephone:

Lift Handset

Dial Voice Mail Access Number **3383**

From off campus dial **312-3383**

Enter * to sign in

Enter your ID (*4-digit campus ext*) press #

Enter your PIN/password (*starter 124578*)

NOTE - If you are calling from your campus phone you may also press the message button. You will automatically be prompted to enter your PIN/Password (*starter 124578*) press #.

On first login you will be asked to update your personal settings.

- Record Name
- Personal Greeting
- PIN/Password

YOUR PASSWORD CANNOT BE:

Your mailbox extension

Same numbers (e.g. 33333)

Sequential numbers (e.g. 2345)

NOTE – Listen to all the prompts so that you are officially enrolled, otherwise you will be prompted for this info on your next login.

Exit press * or hang up.

LOGGING INTO VOICEMAIL

From Your Extension On-Campus:

- Dial 3383 or press the message button on your phone.
- **You will NOT be prompted for your mailbox # {ID}.**
- You will be prompted for your PIN (*this is the password that you created*). Then press #.

From Any Other Extension On-Campus:

- Dial 3383 or press the message button on the phone.
- Press * and enter your mailbox # {ID}. Then press #.
- You will be prompted for your PIN (*this is the password that you created*). Then press #.

From Off-Campus:

- Dial {315} 312-3383
- Press * and enter your mailbox # {ID}. Then press #.
- You will be prompted for your PIN (*this is the password that you created*). Then press #.

RETRIEVING MESSAGES – PRESS 1

If you have messages it will say how many.

To play press **1**

Repeat **1**

Save **2**

Delete **3**

Reply **4**

Forward **5**

Mark it new **6**

Skip back **7**

Playback paused **8**

Message properties **9** {date of msg & phone # of caller}

Stop playback & skip to next msg #

Cancel playing messages *

Help **0** (*repeats commands*)

HELPFUL HINTS:

- Slow down a message – **4**
- Make volume louder or quieter – **5**
- Speed up a message – **6**

SENDING MESSAGES – PRESS 2

Record after the tone

When finished recording press #

Enter extension then #, or enter Distribution list then #.

For queue press **7**

For Z press **9**

Help press **0** (*repeats commands*)

Exit press *

REVIEW OLD MESSAGES - PRESS 3

For saved messages **1**

To hear deleted messages press **2**

Review deleted **1**

Repeat **1**

Restore & Save **2**

Delete **3**

Reply **4**

Forward **5**

Mark it new **6**

Skip back **7**

Playback paused **8**

Message properties **9** {date of msg & phone # of caller}

Stop playback & skip to next msg **##**

Message Properties **9**

Cancel playing messages *

Help **0** (*repeats commands*)

Erase permanently **2**

SET-UP OPTIONS – PRESS 4

Change greeting **1**

Standard greeting

Re-record **1**

Turn on alternate greeting **2**

Edit other greetings **3**

Play all greetings **4**

Help **0** (*repeats commands*)

Exit *

Personal Settings **3**

Change pin **1**

Recorded name **2**

Directory listing **3**

Help **0** (*repeats commands*)

Exit *