SUNY Oswego
CISCO Unity
Connection Messaging System

Voicemail User Guide

Campus Technology Services
Telecommunications
102 Culkin Hall
(315) 312-3039
phone-list@ls.oswego.edu

REV. DATE 8/18/2010
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 ##
Message Properties 9
Cancel playing messages *
Help 0 (repeats commands)
Erase permanently 2

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)
Exit press *

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 *