QUICK START GUIDE

Cisco Unity Express 8.6 Voice-Mail System

Set Up Your Voice Mailbox and Select the Language

If this is your first time accessing Cisco Unity Express and you do not have a PIN, you must call from your extension.

1. Dial the internal or external number to call Cisco Unity Express.
2. If asked for a PIN and you have one, enter it and press #.

You are prompted to set up a recorded name and personal greeting and change your password. To exit , press *.

To create a recorded name that identifies you to callers:

1. The system states you have no recorded name. To record a name, press 1.
2. At the tone, say your first and last name. When done, press #.
3. Your newly recorded name plays. Press # to keep it, or 1 to rerecord.

To record a personal greeting:

1. The standard greeting ("Sorry, <extension xxxx>/<username> is not available") plays. To keep this greeting, press #.
2. To record a new standard greeting, press 1. Speak your greeting. When done, press #.
3. Your newly recorded greeting plays. To accept this greeting and continue, press #. To rerecord, press 1.

To change your password:

1. Enter your new password, which must be at least 3 digits. Press # when done.
2. Re-enter your new password, then press #.

To change to another available language:

1. Choose 4 Setup Options, then 4 Language Options.

Access Cisco Unity Express by Phone

Dial the Cisco Unity Express voice-mail system phone number.

- If asked for a PIN, enter it and press #. **Note:** If you are calling from someone else's phone, you must press * to enter your own ID (usually your extension) and press #. Then enter your PIN and press # again.
- If you are asked for your ID (usually your extension), enter it and press #. Then enter your PIN and press # again.

Access Cisco Unity Express by Computer

1. From Microsoft Internet Explorer or Firefox, enter the hostname or IP address of your Cisco Unity Express server using the format http://*<hostname>*/user or https://*<hostname>*/user
2. Log in to the application using your user ID and password.

   You can change your mailbox settings, change your password, create distribution lists, modify your user profile, and set up voice-mail notifications (if enabled).

Listen to Messages

Perform steps in "Access Cisco Unity Express by Phone" to reach the main voice-mail menu.

- Press 1 to listen to new messages.
- Press 3 to listen to old messages, then:
  - Press 1 to listen to saved messages.
  - Press 2 to listen to deleted messages.

During message summary or playback, you can press the following numbers:

1 Restart message summary or playback

2 Save message

3 Delete message

4 Reply to message

44 Initiate a Live Reply call to message sender

5 Forward message

6 Save message as new

7 Go back 3 seconds or, if paused, go back 3 seconds and continue playback

8 Pause message or, if paused, continue playback

9 Go forward 3 seconds or, if paused, go forward 3 seconds and continue playback

Skip summary or message

Note: Faxes can be printed. See the *Cisco Unity Express Voice-Mail User Guide*.

Send a Message

1. Perform the steps in "Access Cisco Unity Express by Phone" to reach the main voice-mail menu.
2. Press 2 to send a message.
3. Address message by name (default), or press # # to switch from addressing by name to addressing by number (extensions or distribution lists). For extensions at remote locations, enter the location ID before the extension number. Press # to confirm selection. Press 1 to add another name, or go to next step.

   If activated by your administrator, you can search the global directory for user names when addressing a message by name. Press 9.
4. Press # to start and # to stop recording.

   Note: If you hang up at any point after recording your message, or before selecting a message option, and you have already addressed the message, your message **is still sent**. To cancel sending, press * to return to the previous menu, or go to Step 6.
5. Press 1 for additional message options and to address message (if not done earlier), or go to next step.
6. Press # to send.
7. If activated by your administrator, press 1 to leave another message for the same mailbox, or 2 to leave a message for another mailbox.

Anytime

- Press 0 to access help.
- Press * to cancel, exit, or back up
- Press # to skip or move ahead, complete or confirm addressing, accept changes, send message, and start and stop recording.

For More Information

See the *Cisco Unity Express Voice-Mail User Guide for Advanced Features* at:

http://www.cisco.com/en/US/products/sw/voicesw/ps5520/products_user_guide_list.html

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Anytime

Skip or move ahead, complete or confirm addressing, accept changes, send message, start and stop recording.
0 Help
* Cancel, exit, or back up

To Address Messages

Spell name, press #, select the match. Or press ## to enter by extension, then press #.
Press * to cancel the selection or # to confirm the selection. Press 1 to add more names, or ## to start recording.

Retrieve Messages

1 New
3 1 Saved
3 2 Deleted

During or After Playback

1 Restart
2 Save
3 Delete
4 Reply (and begin recording)
4 1 Stop recording/ listen
4 3 Delete recording/restart
4 # Stop recording
4 # 1 2 Mark as urgent
4 # 1 3 Mark as private
4 # 1 9 3 Mark as secure
4 # # Send (see "After Recording a Reply")
44 Live reply
5 Forward with optional recording
5 1 Stop optional recording/listen
5 3 Delete optional recording
5 # Stop optional recording
5 # 1 1 Mark as private
5 # 1 2 Mark as urgent
5 # 1 9 3 Mark as secure
5 # # Send optional recording
6 Save as new
9 Message Properties

During Playback Only

7 Go back 3 seconds
8 Pause message
8 7 Restart from prior 3 seconds
8 8 Restart
8 9 Restart from next 3 seconds
9 Go forward 3 seconds
Skip message summary

For a selected fax, press 8 to print

After Recording a Reply

Send
1 Message Options
1 1 Change address
1 2 Change recording
1 3 Special delivery options
1 4 Review the message
1 # Send
1 * Cancel

Send a Message

2 Send

Mail to Nonsubscribers

Select Send (2), then press #4

Enter address, then record your message.

During Recording

1 Stop recording and listen
3 Delete recording/restart
Stop recording
* Cancel message
Send message
1 Message options (see "After Recording a Reply" above)
1 # 1 Mark as private
1 # 2 Mark as urgent

Addressing

1 Change addressing
1 1 Add addresses
1 2 Hear all addresses
1 3 Remove address
1 # Send
1 * Cancel
2 Change recording
3 Change delivery type
3 1 Mark as urgent
3 3 Mark as private
3 9 3 Mark as secure
3 4 Future message delivery
4 Review message
4 1 Hear recording
4 3 Rerecord
4 # Send
4 # 1 Mark as private
4 # 2 Mark as urgent
4 # 1 9 3 Mark as secure
4 * Return to message options

Change Preferences

4 Setup Options

1 Greetings
1 1 Rerecord greeting
1 2 Alternate greeting on/off
1 3 Edit greetings
1 3 1 Edit standard greeting
1 3 2 Edit alternate greeting
1 4 Hear all greetings
2 Message settings
2 1 Set up message notification
2 1 5 Cascading notification
2 4 Distribution lists
3 Personal settings
3 1 Change password
3 2 Change recorded name
4 Language options (if available)

9 General Delivery Mailboxes

First select mailbox from list.
Then:
1 Review new messages
2 Send message
3 Review old messages
4 Access setup options

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