Transferring a caller directly to a Voice Mailbox:
  a. With the caller on line, press the Transfer soft key.
  b. Press * + extension/voice mailbox number.
  c. Press Transfer soft key.

Directly calling a Voice Mailbox:
  a. Press * + extension/voice mailbox number.
  b. Record message.

Creating Private Lists Via the Phone:
  a. Login to voice mail
  b. Press 4 for Setup Options.
  c. Press 2 for Message Settings.
  d. Press 4 for Private Lists.
  e. Press 2 Change Private List Name.
  g. Press ## to toggle between extension number / spelled name.
  h. Add list member’s extension number followed by #
  i. When you are finished adding list members, press *
  j. Press 4 to record list name
  k. Record list name (i.e. Accounting) and press # to save
  l. Press * to exit

CISCO UNITY CONNECTION
VOICE MAIL
QUICK REFERENCE
USER GUIDE

For questions or problems please contact the ITSS Help Desk at extension 6411 or helpdesk@sjecccd.org

First Time Enrollment
  a. Enter default PIN and pound: 1 2 3 4 5 #
  b. Record your first and last name only.
  c. Record your standard greeting.
  d. Set your new password.

Logging Into Voice Mail:

Checking messages from your phone on campus:
  a. From your phone, press the messages button
  b. Enter your PIN, followed by #

If you are checking messages from different phone on campus:
  a. Dial 6199
  b. Enter your ID which is your 4-digit extension, followed by #
  c. Enter your PIN, followed by #

Checking voice mail from off-campus:
Dial your office number from office
  a. When voice mail answers, press *
  b. Enter your ID which is your 4-digit extension, followed by #
  c. Enter your PIN, followed by #
OR
Dial 408-531-6199
  a. Enter your ID which is your 4-digit extension, followed by #
  b. Enter your PIN, followed by #

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