Unity Voice Mail – Setup & Basic Voice Mail Functions

Voice Mail – Initial Setup

You can access your voice mailbox from your phone by pressing the "Messages" button. You will be asked to initialize your mailbox the first time you access voice mail. Initialization includes recording your name, recording a **greeting**, and changing your password.

Your temporary password is 12345. Your new password must be at least 3 digits in length.

NOTE: Be sure to press "#" after every entry for which the system prompts you. Do not hang up until you hear the system state "You have # (or no) new messages" or the process is not complete.

Basic Voice Mail Use

To access voice mail from your phone:	1. Press MESSAGES button. 2. Enter your password followed by the # key when prompted. 3. Press 1 to listen to new messages, 2 to send a message, 3 to review old messages, or 4 to access SETUP options.
To access voice mail when away from the office:	1. *Dial the main office number or your DID (skip to #3 if DID).* 2. *When the greeting starts, dial your extension.* 3. **When voice mail answers, press * key.** 4. Enter your 4 digit mailbox I.D. number (i.e., your "Extension Number") followed by the # key. 5. Enter your password followed by the # key.
While listening to a message:	Press 1 to repeat, 2 to save, 3 to delete, 5 to change volume, 7 to reverse, 8 to pause, 9 to fast-forward, or # to go to end of message.
After a message:	Press 3 to delete, 4 to reply to internal user, 5 to forward message, 6 to mark as new, or 9 to hear date/timestamp.
To send a caller directly to voice mail:	1. Answer incoming call. 2. Press "TRANSFER" soft key. 3. Dial * and the 4-digit extension 4. Press "TRANSFER" soft key and hang up.
Setup Options	
To rerecord greeting:	1. Enter mailbox. 2. Press 4 for Setup options. 3. Press 1 for Greetings. 4. Press 1 to change greetings and follow prompts.
To rerecord name:	1. Enter mailbox. 2. Press 4 for Setup options. 3. Press 3 personal settings. 4. Press 2 to change name and follow prompts.
To change password:	1. Enter mailbox. 2. Press 4 for Setup options. 3. Press 3 for Personal settings. 4. Press 1 to change password and follow prompts.