



Cisco Unity Express Voice-Mail System

Release 2.1

Use this document together with the *Cisco Unity Express Voice-Mail System User Guide*.

To set up your voice mailbox

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

1. Dial the internal or external phone 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 the initial setup menu, press *****.

To create a recorded name that identifies you to callers:

1. The system prompt tells you that you have no recorded name. To record a new name, press **1**.
2. At the tone, say your first and last name. When finished, 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>/<user name> is not available”) plays. To keep this greeting, press **#**.
2. To record a new standard greeting, press **1**. At the tone, speak your greeting. When finished, 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 finished.
2. Enter your new password again to confirm, and press **#**.

To access Cisco Unity Express by phone

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

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

To access Cisco Unity Express by computer

1. Start Microsoft Internet Explorer.
2. Enter the address of your Cisco Unity Express server. This begins with http:// and contains the host name or IP address of the server.
3. Log in to the application using your user ID and password. You can use the application to change your password, modify your user profile, change your mailbox settings, and create voice-mail distribution lists.

To listen to messages

Perform the steps in “[To 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
- **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

To send a message

1. Perform the steps in “[To access Cisco Unity Express by phone](#)” to reach the main voice-mail menu.
2. Press **2**.

3. (Optional) 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.
4. Press **#** to start recording.
5. Press **#** to stop recording.
6. Press **1** for additional message options (see back of this card) and to address message if you did not do so earlier, or go to next step.
7. Press **#** to send.

To personalize settings

1. Perform the steps in “[To access Cisco Unity Express by phone](#)” to reach the main voice-mail menu.
2. Press **4** to access the Setup Options menu, then:
 - Press **1** to manage standard, personal, and alternate greetings.
 - Press **2** to set up and use public and private distribution lists.
 - Press **3** to manage personal settings such as password and recorded name.

At any time

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

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Use these keys anytime:

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

To address messages:

By name (default): Spell the name, then press #.

By number: Enter the number of the extension, location, or distribution list. Enter the location ID before the extension number for extensions at remote locations.

To switch between addressing by name and addressing by number: **# #**

Multiple matches found → Press number of desired recipient, or # for new search.

Single match found → **#** Confirm extension
***** Cancel selection

1 Add another name
Start recording

To listen to messages:

- 1** New messages
- 3** Old messages
- 1** Saved messages
- 2** Deleted messages
- 1** Review deleted messages
- 2** Erase all messages

During message summary or review:

- 1** Restart summary or message
- 2** Save
- 3** Delete
- 4** Reply
- 5** Forward
- 6** Save as new
- 7** Go back 3 seconds
- 8** Pause message
- 9** Go forward 3 seconds
- #** Skip summary or message

When message playback is paused:

- 7** Restart message playback and go back 3 seconds
- 8** Restart message playback
- 9** Restart message playback and go forward 3 seconds

After reviewing message:

- 1** Replay message
- 2** Save
- 3** Delete
- 4** Reply
- 5** Forward
- 6** Save as new
- 7** Hear final 3 seconds of message

During recording:

- 1** Stop recording and listen
- 3** Delete recording and start over
- #** Stop recording

Message options:

- 1** Message options
- #** Send

Record reply
Record message (optional)
Address message

2 Send a message

Address message

Record a message

During recording:

- 1** Stop recording and listen
- 3** Delete recording and start over
- #** Stop recording

Message options:

- 1** Message options
- #** Send
- *** Cancel message

Change addressing:

- 1** Change addressing
- 2** Change recording
- 3** Change special delivery
- 4** Review message
- #** Send message
- *** Cancel message and exit

Add address:

- 1** Add address
- 2** Hear all addresses
- 3** Remove address
- #** Send
- *** Cancel

Urgent/Private:

- 1** Urgent
- 3** Private

Hear recording:

- 1** Hear recording
- 3** Rerecord
- #** Send
- *** Message options

4 Setup options

1 Greetings
2 Message settings
3 Personal settings

1 Rerecord greeting
2 Turn on/off alternate greeting
3 Edit other greetings
4 Hear all greetings

4 Access voice-mail distribution lists

1 Change password
2 Change recorded name

1 Edit standard greeting
3 Edit alternate greeting

9 General-delivery mailboxes
Select desired mailbox from list. Then:

- 1** Review new messages
- 2** Send message
- 3** Review old messages
- 4** Access setup options