## Sul Ross State University

**UNITY VOICEMAIL USER GUIDE**

### LOG INTO YOUR MAILBOX

<table>
<thead>
<tr>
<th>From Your Own Extension</th>
<th>From Another Extension</th>
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</thead>
<tbody>
<tr>
<td>1. Press <strong>MESSAGES</strong> key</td>
<td>1. Press <strong>MESSAGES</strong> key</td>
</tr>
<tr>
<td>2. Enter <strong>PASSWORD</strong></td>
<td>3. Enter ID (mailbox number)</td>
</tr>
<tr>
<td>3. Press <strong>#</strong></td>
<td>4. Press <strong>#</strong></td>
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</tbody>
</table>

### FROM AN OUTSIDE LINE

1. Dial the vm pilot number: **432-837-8010**
2. Press **#**
3. Enter ID (mailbox number)
4. Press **#**
5. Enter **PASSWORD**

(voice-mail pilot number – 8010)

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### PLAYING YOUR MESSAGES

**To Listen to New or Existing Messages**

- Log on to voicemail
- Press
  - 1 to hear New messages
  - 3 to review Old messages

**While Listening to Current Message,**

- Press
  - 1 to Repeat the message
  - 2 to Save the message
  - 3 to Delete the message
  - 5 to Change the Volume
  - 7 to Backup in the current message
  - 8 to Pause or to resume after a pause
  - 9 to Fast-Forward to the end of the message

**After Hearing the Current Message,**

- Press
  - 4 to Reply to the message
  - 5 to Forward the message
  - 6 to Mark as a New message
  - 7 to Reverse
  - 8 to send an E-mail or Fax
  - 9 to Hear Summary

### SHORTCUTS

- **#** to cancel or back up to a previous menu
- **#** to skip or move ahead
- **# #** to switch between alpha & numeric

### COMPOSING MESSAGES

**To Record and Send an Internal Message**

1. Log on to voicemail
2. Press 2
3. Press 1 to add another mailbox number
4. Press **#** to Record message
5. Press **#** to End the recording

Press 1 for Message Options, then press

- 4 to Review the message
- 2 to change the Recording
- 1 to change Addressing
- 3 to set Special Delivery Option

**Special Delivery Option - PRESS:**

1. to mark the message Urgent
2. for Receipt Acknowledgment
3. to mark the message Private
4. for Future Delivery

6. To **SEND**, press **#**
TRANSFER A CALLER TO VOICEMAIL

1. Press the TRNSF... softkey
2. Press *
3. Enter the MAILBOX number
4. Press the TRNSF... softkey

FORWARDING YOUR CALLS TO VOICEMAIL

Forward Your Calls Directly into Your Mailbox

1. No dial tone. Press the CFwdALL softkey
2. Press the MESSAGES key

To Remove Call Forward:
   ▶ Press the CFwdALL softkey

PRIVATE LISTS

To Create A Private List
1. Log on to voicemail
2. Press 4 - 2 - 4 - 2
3. Choose a Number of the List from (1 – 20)
   Note:  Press # # to switch to number entries
4. Enter Mailbox Number, press #
5. Press # Again, after each entry to accept the entry
   Note: Repeat steps 4 and 5 to add more names
6. Press * to complete the Private List
7. Press 4 to record Name (i.e. Sales Dept)
8. Record the name at the tone
9. Press # to End the recording
10. Press * to Keep the list name
11. Press * * * * to Exit to the main menu

To Change The Members Of A Private List
1. Log on to voicemail
2. Press 4 - 2 - 4 - 2
3. Enter the Number of the List you wish to add or change (1-20)
4. After Unity plays the List Name Itself, you may:
   ▶ Press 1 to Add a name (mailbox or member)
   ▶ Press 2 to Hear the names (mailboxes or members) in the list
   ▶ Press 3 to Remove the name (mailbox or member) from the list
5. Press * * * * to Exit to the main menu

To Change The Private List Name Itself
1. Log on to voicemail
2. Press 4 - 2 - 4 - 2
3. Enter the Number of the List whose name you wish to change (1-20)
4. Press 4 to Record the list name, then press #
5. Press * * * * to keep the name you just recorded
6. Press * * * * to Exit to the main menu

SEND A MESSAGE TO PRIVATE LIST

Send a Message To The MEMBERS of your List:
1. Log on to voicemail
2. Press 2 to Send a message
   Note:  Press # # to switch to number entries
3. Enter the Private List Number (when prompted to enter a mailbox number)
4. # after entering the List number
5. # to accept the number you just entered
6. # when you are done entering List and or Mailbox numbers
7. Record your message
8. Press # to End the recording
9. Press # to Send
10. Press * to Exit to the main menu

To Change Your Password
1. Log on to voicemail
2. Press 4 - 3 - 1
3. Enter new password
4. Press #
5. Enter new password again to confirm
6. Press #

To Re-Recorded Available Greetings
1. Log on to voicemail
2. Press 4 - 1 - 1
3. Listen to current greeting
4. Press 1 to re-record your current greeting
5. Press 3 to record a Different Greeting
   Note: Standard, Closed, or Alternate
6. Press # to end recording

To Enable or Disable a Greeting
1. Log on to voicemail
2. Press 4 - 1 - 1
3. After Unity plays your current greeting, press 2 to enable or disable your alternate greeting. The alternate greeting becomes the default greeting.

To Change Your Recorded Name
1. Log on to voicemail
2. Press 4 - 3 - 2
3. At the tone, “Record Your Name”

To Change Your Directory Listing Status
1. Log on to voicemail
2. Press 4 - 3 - 3
3. Press 1 to Change your listing status
4. Press # to Keep your current status

To Change the Conversation Menus
1. Log on to voicemail
2. Press 4 - 2 – 3
3. Press 1 to toggle between full and brief prompts

CHANGING PERSONAL SETTINGS OR GREETINGS

To Change The Conversation Menus