Cisco Unity Voicemail
Cheat Sheet

How to Access Unity VM:
From your Phone:
- Press **messages** button on phone
- Enter passcode
- Then #
- Press:
  - 1 - listen to new messages
  - 2 - send a message
  - 3 - review old messages
  - 4 – change setup options

From Another Phone:
- Dial
  - On Campus – 7666
  - Off Campus – 594-7666
- Press * (Star)
- Enter in Extension
- Then #
- Enter passcode
- Then #
- Press:
  - 1 - listen to new messages
  - 2 - send a message
  - 3 - review old messages
  - 4 – change setup options

Transfer Call Directly to Voicemail:
- Press **Transfer** soft key
- Press * (Star)
- Enter Extension
- Press **Transfer** soft key again

Forward All Calls:
- Press **CFwdAll** soft key
- Choose Option:
  - Enter 1111 for *Voicemail*
  - *Extension* ex. – 6789
  - 9 then number for *Off Campus*

Cancel Forward All Calls to Voicemail:
- Press **CFwdAll** soft key

While Listening to Message:
- 1 – Restart Message
- 2 - Save
- ***3 – Delete***
- 7 – Rewind message
- 9 – Fast-forward message
- 4 - Slow Playback
- 6 – Fast Playback
- # - Skip to End of Message & Options
- ## - Skip to next message

After Listen to message:
- 1 – Replay message
- 2 – Save message
- ***3 – Delete***
- 4 - Reply
- 5 – Forward message
- 9 – Play message properties
- # - Save message as is

Change Setup Options:
- Press **messages** button on phone
- Enter passcode
- Then #
- Press 4 to change setup options
- Change Greetings:
  - Press 1
- Change Passcode:
  - Press 3
  - Then 1
- Change Recorded Name:
  - Press 3
  - Then 2

iDivert:
- When phone is ringing, press **iDivert** soft key
- Call goes directly to voicemail

Skip Message:
- Users message starts playing
- Press # to skip playing message