



Unity Connection Phone Interface

Managing Messages


Sign in to Unity Connection for the First Time

1. Press the **Messages**  button on your Cisco IP Phone or dial the voicemail number (740)566-6245
2. Enter the default **PIN** of **457011**, then press **#** (pound). You will be prompted to change your **PIN** upon login. The **PIN** minimum is 6 digits.
3. Follow the prompts to listen to and manage your messages.

Sign in to Unity Connection from Your Phone

1. Press the **Messages**  button on your Cisco IP Phone or dial the voicemail number (740)566-6245
2. Enter your Unity Connection **PIN** then press **#** (pound). First time login will require you to change **PIN**.
3. Follow the prompts to listen to and manage your messages.

Sign in to Unity Connection from Another Users Phone

1. Press the **Messages**  button on the user's phone.
2. Press the ***** (star) key to identify yourself as an alternate user.
3. Enter your 10 digit extension number when prompted for your mailbox ID, then press **#** (pound).
4. Enter your Unity Connection **PIN**, then press **#** (pound).
5. Follow the prompts to listen to and manage your messages.

Unity Connection Phone Commands

Main Menu Commands

Action	Key(s)
Hear new messages	1
Send a message	2
Review saved messages	3 1
Review deleted messages	3 2
Change setup options	4
Change greetings	4 1
Turn alternate greeting on or off	4 1 2
Edit other greetings	4 1 3
Change message notification	4 2 1
Select full or brief menus	4 2 3
Change PIN	4 3 1
Change recorded name	4 3 2
Change call transfer	4 4

Send A Message Menu Commands:

Action	Key(s)
Send message	#
Add name	9 1
Mark message urgent	1
Request return receipt	2
Mark message private	3
Set future delivery	4
Review recording	5
Rerecord	6
Add to the message	7
Mark message secure	9 3

During Message Menu Commands:

Action	Key(s)
Restart message	1
Play message by number	1 2
Play previous message	1 4
Play next message	1 6
Save	2
Delete	3
Reply	4
Reply to all	4 2
Return call to sender	4 4
Forward message	5
Slow playback	6 4
Fast playback	6 6
Change volume	6 5
Reset volume to default level	6 3
Rewind message	7
Pause or resume	8
Fast-forward	9
Fast-forward to end	#
Play first message	1 7
Play last message	1 9
Toggle urgent status on/off	1 8
Skip message, save or restore as saved	# 2
Skip message, save or restore as new	6
Skip message, save as is	# #
Play message properties	1 5
Cancel or back up	*
Help	0

After Message Menu Commands:

Action	Key(s)
Replay message	1
Play message by number	1 2
Play previous message	1 4
Play next message	1 6
Play first message	1 7
Play last message	1 9
Toggle urgent status on/off	1 8
Save or restore as saved	2
Delete	3
Reply	4
Reply to all	4 2
Call the sender	4 4
Forward message	5
Save or restore as new	6
Rewind	7
Play message properties	1 5
Save as is	#
Cancel or back up	*
Help	0

Unity Connection Web Interface

Sign in to Unity Connection over the Web

1. Open the [Unity Connection Web Inbox](https://vmail.ohio.edu/inbox) at:
<https://vmail.ohio.edu/inbox>
2. In the **Username** field, enter your Ohio University user ID.
3. In the **Password** field, enter your Ohio University password.
4. Click the **Sign In** button.

Playing a Message Using the Web

1. Sign in to the [Cisco Unity Connection Web Inbox](https://vmail.ohio.edu/inbox) with your Ohio University username and password.
2. Click the **Messages** tab.



3. At the bottom of the **Inbox**, click the **Phone** or **Computer** button to select which device you will use for recording and playing voicemail messages. When the phone is selected, your extension number will appear by default.
4. Click a message from the **Inbox** to select it.

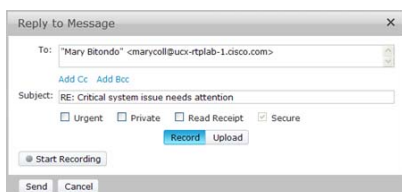


5. Click the **Play** button.
The voicemail message will play on your computer or your phone will ring and the message will play when you answer the phone.
6. Click anywhere in the green bar to replay the message from that point

Sending, Replying to, or Forwarding a Message

You can send voice messages to Cisco Unity Connection users, private distribution lists that you create and system distribution lists.

1. Sign in to the [Cisco Unity Connection Web Inbox](https://vmail.ohio.edu/inbox) and open the **Messages** tab of the web Inbox.
2. For best voice quality, click the **Phone** button in the lower right corner of the **Inbox**.
3. Click the **New Message** button or select a message and then click the **Reply**, **Reply all** or **Forward** button.



4. In the **To**, **Cc** or **Bcc** fields, begin typing a recipient name, the name of one of your **Private Distribution** lists or a system distribution list. As you type, a list of possible matches appears. Click the name you want to add. Voicemail recipients are separated with semicolons (;).
5. [OPTIONAL] Add or modify the **Subject**.
6. [OPTIONAL] Check delivery options as needed:
 - Urgent
 - Private
 - Read Receipt

To Record a Message

1. Click the **Start Recording** button.
2. If you selected to manage your messages over the phone, pick up the phone when it rings and record your message using the headset or handset. Otherwise record the message over the computer's microphone or a USB headset.
3. Click the **Stop Recording** button when your message is complete.
4. [OPTIONAL] Click the **Play Recording** button to listen to the message.
5. [OPTIONAL] Press the **Start Recording** button re-record your message, if you wish.
6. When you are satisfied, click the **Send** button.

Accessing Your Messages Remotely

To retrieve your Unity Connection voicemail messages from any phone outside the Ohio University network:

1. Call your own Ohio University phone number.
2. When your greeting begins to play, press the * (star) button.
3. When prompted, enter your Unity Connection **PIN**.
4. [OPTIONAL] You can dial (740) 566-6845 and press * (star) then enter your 10 digit phone number and your **PIN**

Email/Text Notification

To set up your email/text notifications when you receive a voicemail please do the following after logging into

<https://vmail.ohio.edu/inbox>:

1. Click on the **Settings** button at the top of the page and a new page should appear.
2. Go to **Notification Devices** and click **View Notification Devices**
3. Click on the **SMTP** link and put a check mark in **Notification Enabled**.
4. Under the **To: (E-mail address)** field enter in your email address or text address (Examples would look like: 7405931222@txt.att.net, 7405931222@vtext.com). For a more complete list please go to www.ohio.edu/oit/voip
5. Click **Save** at the top of the page to save your settings.



Voicemail

Quick Reference Guide

Office of Information Technology

Phone: (740) 593-1222

Email: servicedesk@ohio.edu

Web: www.ohio.edu/oit/voip