



FORT RILEY VOICEMAIL GUIDE

Accessing Voicemail

Initial Voicemail Setup

1. Dial 239-6789
2. Enter the initial PIN of **'7595351'** followed by **'#'**
3. Follow the recorded instructions:
 - Record name and press **'#'**
 - Record standard greeting and press **'#'**
 - Enter a new password. Then, press **'#'**
 - Please wait until you hear **"You have finished enrollment"** before hanging up

Changing Your Voicemail Password

1. Dial 239-6789 and log on
2. Press **'4' → '3' → '1'**
3. Enter a new password, followed by **'#'**
4. Enter the new password again to confirm, followed by **'#'**

Changing Your Recorded Name

1. Dial 239-6789 and log on
2. Press **'4' → '3' → '2'**
3. At the tone, record your name or press **'*'** to keep the current recording

Recording a Greeting

1. Dial 239-6789 and log on
2. Press **'4' → '1' → '1'**
3. After hearing your current voicemail greeting, you may choose from the following options:
 - **Press 1** to re-record your **Standard Greeting**
 - **Press 2** to enable your **Alternate Greeting**
 - **Press 3** to edit other greetings
 - **Press 4** to hear other greeting

Sample Standard Greeting

"Hello, you have reached the voicemail box of _____ at XXXXXX. I am not able to take your call at this time. Please leave a message after the tone and I will return your call as soon as possible. Thank you."

Options While Recording

KEY	TASK
8	Pause or Resume
#	End Recording

Other Greetings

1. Dial 239-6789 and log on
2. To manage other greetings in Cisco Unity, press **'4' → '1' → '3'**
3. You will hear a list of greetings that can be modified
 - **Standard Greeting – Press 1**
 - Plays during business hours
 - **Closed Greeting – Press 2**
 - Plays during non-business hours
 - **Alternate Greeting – Press 3**
 - Used for a specific time period when you want to provide information about special circumstances, such as when you are on vacation
 - **Busy Greeting – Press 4**
 - Used when you want callers to know that you are on the phone
 - **Internal Greeting – Press 5**
 - Used when you want to provide information that coworkers might need to know
 - **Holiday Greeting – Press 6**
 - Used when you want callers to hear a recording from you during a scheduled holiday



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Checking Your Voice Mail Messages

From Your Office Telephone

1. Dial 239-6789 and log on
2. Press **'1'** to hear new messages or press **'3'** to review old messages
3. Use the following keys to manage your messages and control playback:

From Another Office Phone

1. Dial 239-6789
2. When prompted to enter your password press **'*'**
3. Enter the **extension number** of the voicemail box you wish to check, followed by **'#'**
4. Enter the **voicemail PIN** of the voicemail box you wish to check
5. Follow the prompts to access messages

Checking Your Voice Mail Messages

From Outside of the Office

1. Dial your voicemail access **'#'**
(785-239-6789)
2. When the recorded greeting begins to play, press **'*'** on your keypad
3. Enter your 7-digit extension number followed by **'#'**
4. Enter your voicemail pin followed by **'#'**

Options While Listening to a Message

KEY	TASK	KEY	TASK
1	Restart Message	7	Rewind, small
2	Save	8	Pause or resume
3	Delete	9	Fast-forward to End
5	Change Volume		

Options After Listening to a Message

KEY	TASK	KEY	TASK
1	Replay Message	6	Save as Unheard
2	Save	7	Rewind, small
3	Delete	8	N/A
4	Reply	9	Play Message Summary
5	Forward Message		

Replying to a Message

1. Listen to your message
2. Press **'4'** to record your reply
3. Press **'#'** to send the recorded reply OR Press **'1'** for additional message options

Forwarding a Message

1. Listen to your message
2. Press **'5'** for message forwarding options
3. Follow the Cisco Unity prompts to address the message
4. Press **'#'** to forward the message as is OR
 - Press **'2'** to Record an Introduction
 - Press **'3'** for Message Options

Composing a Message

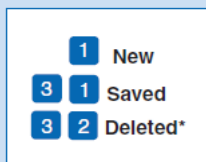
1. Dial 239-6789 and log on
2. Press **'2'** to Send a Message
3. Record your message and press **'#'** when finished
4. Enter the last name of the message recipient followed by **'#'**
5. Press **'#'** again to send the message



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Retrieve Messages



During Message

- | | |
|-------------------|------------------------------|
| 1 Restart message | 7 Rewind message |
| 2 Save | 8 Pause/Resume |
| 3 Delete | 9 Fast-forward |
| 4 Slow playback | # Fast-forward to end |
| 5 Change volume* | # # Skip message, save as is |
| 6 Fast playback | |

After Message

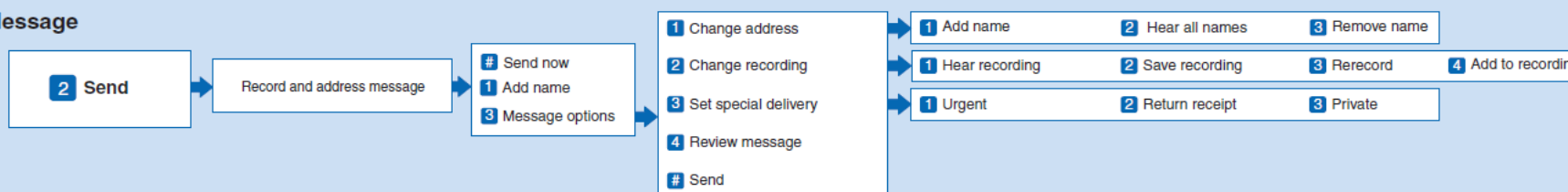
- | | |
|--------------------------|-------------------------------|
| 1 Replay message | 5 Forward message |
| 2 Save/Restore as saved* | 6 Save as new/Restore as new* |
| 3 Delete | 7 Rewind message |
| 4 Reply | 9 Play message properties |
| 4 2 Reply to all | # Save as is |
| 4 4 Call the user* | |

Find Voice Messages

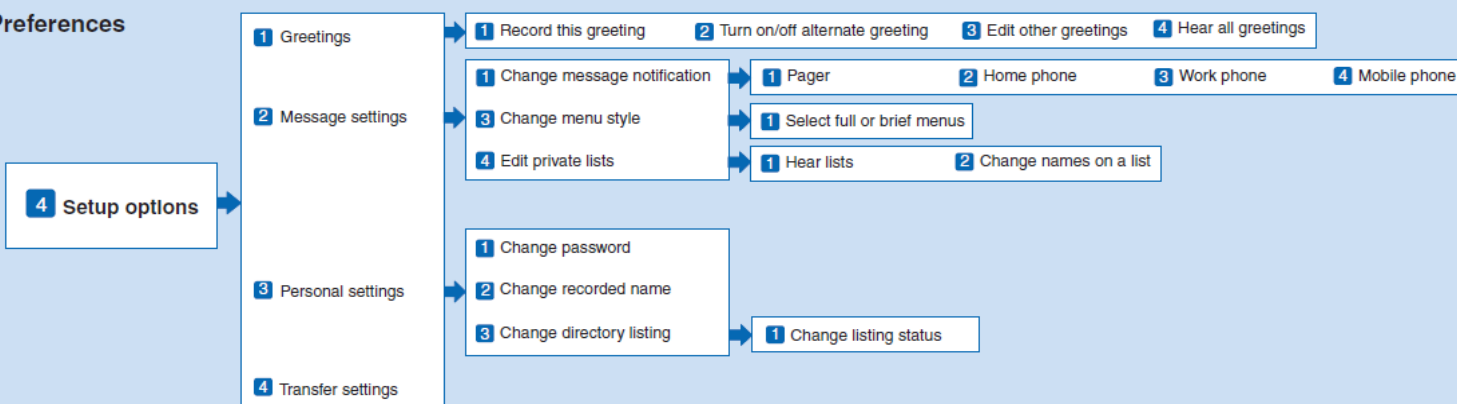
5 Find messages*

- 1 From another user
2 From all outside callers
3 From a specific outside caller

Send a Message



Change Preferences



Use These Keys Anytime

- 0 Help * Cancel or back up

*Not available on some systems.