

## CHC STAFF VOICE MAIL SET-UP AND DIRECTIONS

# UNITY VOICE MAIL INSTRUCTIONS

- Full-time Faculty, to set-up and access voice mail:
  - a. From your personal phone, press “messages” and enter your password plus #. (Initially, all passwords are “134679”.)
  - b. From a Cisco phone other than yours, press” messages”, press \*, enter your ID, (4-digit extension number), plus #, then enter your password plus #.
  - c. From off-campus, call 384-4398, press \*, enter your extension number plus #, then enter your password plus #.
  - d. On your initial call, be prepared to personalize your voice mailbox with your recorded name, greeting and a new password.  
\*\*During set-up, follow all voice prompts until you have heard “you have finished enrollment”\*\*.

**\*All VOICE MAIL ACCOUNTS NOT SET-UP WITHIN 30 DAYS ARE SCHEDULED FOR DELETION AND ANY USER REQUIRING A VOICE MAIL ACCOUNT WILL HAVE TO RE-SUBMITT A NEW USER APPLICATION.\***

## CHC STAFF VOICE MAIL SET-UP AND DIRECTIONS

### VOICE MAIL SETUP

1. Press Messages button
2. Enter default password of 134679
3. Follow voice prompts to customize mailbox

### REMOTE ACCESS

1. Dial (909) 384-4398, After Unity Messaging System answers, press \*
2. Enter your 4 digit extension number followed by a # and your password followed by a #.

### TO CHECK MESSAGES

1. Call Unity and log on
2. Press 1 to hear new messages or
3. Press 3 to hear old messages.

### **While listening to a message you have the following options:**

- 1 Restart message
- 2 Save
- 3 Delete
- 5 Change volume
- 7 Rewind, small
- 8 Pause or resume
- 9 Fast-forward to end

### **After listening to a message:**

- 1 Replay
- 2 Save
- 3 Delete
- 4 Reply
- 5 Forward message
- 6 Save as unheard
- 7 Rewind, small
- 9 Play message summary

### **Use These Keys Anytime:**

- \* Cancel or backup
- # Skip or move ahead

### TO SEND A VOICE MESSAGE

1. Call Unity and log on
2. Press 2
3. Address the Message  
*note: to address by extension press ##*

Press # to send message or  
Press 1 for message options

### REPLY TO A MESSAGE

1. After listening to the message, press 4
2. Record your reply
3. Press #  
(or)  
Press 1 for message options

### TO FORWARD A MESSAGE

1. After listening to the message, press 5
2. Address the message  
*note: to address by extension press ##*
3. Press # to forward the message unchanged  
(or)  
Press 2 to record an introduction  
(or)  
Press 3 for message options
4. Press # to forward the message

### Change Personal Settings

#### TO CHANGE YOUR RECORDED NAME

1. Call Unity and log on
2. Press 4~3>2
3. At the tone, record your name

#### TO CHANGE YOUR PASSWORD

1. Call Unity and log on
2. Press 4>3>1  
Enter new password  
Enter new password again to confirm it  
and press #

#### TO RECORD A GREETING

1. Call Unity and log on
2. Press 4>1>1
3. After Unity play current greeting, press 1  
to record  
(or)  
Press 3 to record a different greeting

#### TO ACCESS VOICEMAIL FROM ANOTHER EXTENSION

1. Dial extension 4398
2. After Unity Messaging System answers, press \*
3. Enter your 4 digit extension number followed by the # and your password followed by a #.

REVISED: 03/11/20