

SOUTH MOUNTAIN COMMUNITY COLLEGE

SETTING UP YOUR CISCO UNITY CONNECTION

VOICE MAILBOX

*******Please read setup instructions before beginning mailbox setup *******

VOICEMAIL SETUP (ENROLLMENT)

You will be asked to enroll (setup) your mailbox the first time you access voice mail. Enrollment includes recording your name, recording a greeting, and changing your PIN.

1. Press the Messages button (you are automatically connected to voice mail system).
2. Enter your temporary PIN followed by the # key when prompted.
3. Record First and Last name, then press #
4. Record a personal greeting – (two options)
 - a. Press 1 to record personal greeting OR
 - b. Press # to use recorded name
5. Set new PIN.
 - a. Must be at least 7 digits
 - b. Cannot contain 3 repeating digits
 - c. Cannot contain extension
 - d. Cannot contain more than consecutive digits (e.g. 12341234)
6. Setup directory option (leave as default).

Note: Do Not Hang up until you are finished, system will prompt with **"You have finished enrollment."**

While listening to a message (During message playback):

- Press 1, to Restart message Press 2, to Save
- Press 3, to Delete
- Press 4, Slower playback
- Press 5, Change Volume
- Press 6, Fast Playback
- Press 7, Rewind message
- Press 8, Pause/Resume
- Press 9, Fast forward
- Press #, Fast-forward to end
- Press ##, Skip message, save as is

After listening to a message (End of message):

- Press 1, Restart message
- Press 2, to Save
- Press 3, to Delete
- Press 4, Reply
- Press 5, Forward message
- Press 6, Mark as new
- Press 7, Skip Back
- Press 9, Message Properties
- Press *, Cancel playing message

Sending messages to other subscribers from your mailbox:

1. Log into your mailbox.
2. At the main menu press 2 to send a message.
3. Record your message at the tone, press # to end recording.

4. Follow prompts to address your message.
5. Press # to confirm the recipient or * to cancel.
6. After adding recipient(s), press # for more options

To re-record greeting (Main Menu Quick Keys 4-1-1):

- Login to mailbox.
- Press 4 for Setup options.
- Press 1 for Greetings.
- Press 1 to change greetings.

To re-record Name (Main Menu Quick Keys 4-3-2):

- Login to mailbox.
- Press 4 for Setup options.
- Press 3 personal settings.
- Press 2 to change name.

To change your PIN/Password (Main Menu Quick Keys 4-3-1):

- Login to mailbox.
- Press 4 for Setup options.
- Press 3 for Personal settings.
- Press 1 to change password.

To access voicemail off campus:

1. Dial **602-243-8222**
2. When voice mail system answers, press * key.
3. Enter your five (5) digit mailbox I.D (extension number), followed by # key.
4. Enter your PIN followed by the # key.

To access voicemail from phone different phone:

1. Press Message button
2. When voice mail system answers, press * key.
3. Enter your five (5) digit mailbox I.D (extension number), followed by # key.
4. Enter your PIN followed by the # key.

Main menu options when accessing your mailbox:

- Press 1, to listen to new messages.
- Press 2, to create/send a message.
- Press 3, to review old messages.
- Press 4, to change setup options.

Additional Setup Options: (At the main menu, press 4 for Setup Options)

- Press 1, for Greetings
- Press 2, for Message Settings
- Press 3, for Personal Settings
- Press 4, for Transfer Settings (Check with your System Administrator)

Note: When connected to another user's mailbox, you can press # to override greeting to leave message.



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