Quick Reference Guide

Unity Voicemail

Voicemail Setup
- From your NEC digital phone dial 5800 or press the MESSAGES button on Cisco VoIP phone.
- When prompted, enter Default password for first time enrollment
  123456#
- Follow Prompts to Completion
  o Record Name
  o Record Standard Greeting
  o Set New Password
    o Passwords must be 6 digits
    o The system will NOT accept your extension number as your password.
    o The system will NOT accept password formats that are sequential such as 4444 or 1234.

Accessing Voicemail

To Access via Own NKU Handset
- From your NEC digital phone dial 5800 or press the MESSAGES button on Cisco VoIP phone
- When prompted, enter password

To Access via Other Handset within NKU
- Dial 5800
- Press * then enter your ID (4-digit ext.) followed by the #
- Enter password#

To access voicemail from external number
- Dial 859-572-5800
- When Auto Attendant begins
- Press * then enter your ID (4-digit ext.) followed by the #
- Enter password#

Basic Message Commands
1. Replay Message
2. Save Message
3. Delete Message
4. Volume: To turn up the volume, press 5
   - Pressing 5 the first time will increase volume,
   - Pressing 5 the second time will decrease volume,
   - Pressing 5 the third time will return volume to normal.
5. Slow Down Messages: While listening to a voicemail you may slow the message down by selecting 4
6. Speed up Message: While listening to a voicemail you may speed up the message by selecting 6
7. Rewind: To rewind the message a little bit press 7. It will go back 10 seconds.
8. Pauses the system, press 8, again to resume.
# Skips to the end. Pressing # again skips the next message. If you skip a message it goes back to being a new message for the next time you login to voicemail.

Basic Menu Options
1. Check NEW Messages
2. SEND a Message
3. Review SAVED Messages
4. SETUP Options

Standard Keys
0 = Conversation Help
* = Exit or Cancel
# = Skip or Move Ahead
## = Toggle between entering an extension number or spelling a subscriber’s name

***When Sending, Forwarding or Replying to Message***

Sending a Message
- Log into Voicemail and press 2
- Follow prompts to address message
- Press 1 to add additional names
- Press # to record message
- Once message is recorded, press # to send
- Press 1 for the following additional prompts
  1. change address
  2. change recording
  3. set special delivery
  4. review message
  # send as is

Other Prompts
To Change Your Password
1. Press 4 - 3 - 1
2. Enter new password
3. Press #
4. Enter new password again to confirm
5. Press #

To Re-Recorded Available Greetings
1. Press 4 - 1 - 1
2. Listen to current greeting or press # to skip to end
3. To re-record your greeting, press 1
4. To end recording, press #

OR
- Press 3 to record a Different Greeting.
  Choose the greeting (Standard, Closed, or Alternate), then re-record it.

To Change Your Recorded Name
1. Log on to voicemail
2. Press 4 - 3 - 2
3. At the tone, *Record Your Name