

Cisco Unity Voicemail

The default password for all new accounts on the Murray State voicemail system is MSU1 or **(6781)**. During the first login on a new account, you will be taken through an automated setup process where you will be prompted to record a greeting or name and reset your password. Once you complete the setup you will not hear it again.

For forgotten passwords contact Telecommunications at 809-4400 or msu.telecomm@murraystate.edu.

ACCESS VOICEMAIL

To access your voicemail from your phone, press the **Message** button or pick up the handset and press the **Message** button. Enter your pin number then #.

Tip: If you choose to press the messages button without picking up the handset on a phone with multiple lines, you must make sure the correct directory number is selected first. It is possible the phone will default to another line with voice mail waiting.

To access your voicemail from another IP phone on any MSU campus:

1. Press the Messages button on the phone
2. Press *
3. Enter your 4-digit extension followed by #
4. Enter your voicemail pin number followed by #

To access your voicemail from a phone outside the MSU network:

1. Dial 270-809-1500
2. Press *
3. Enter your 4-digit extension followed by #
4. Enter your voicemail pin number followed by #

TO CHECK MESSAGES

After entering your password press 1 to hear new messages. Press 3 to review old messages, and then press 1 to hear saved messages or 2 for deleted messages.

WHILE LISTENING TO MESSAGES

Press 1 to **Restart** message

Press 2 to **Save** message

Press 3 to **Delete** message

Press 4 to **Slow Playback**

Press 6 to **Fast Playback**

Press 7 to **Rewind** (5 seconds)

Press 8 to **Pause**

Press 9 to **Fast Forward** (5 seconds)

Press # to go to **End of Message**

AFTER LISTENING TO MESSAGES

Press 1 to **Repeat** message

Press 2 to **Save** message

Press 3 to **Delete** message

Press 4 to Reply to sender

Press 5 to Forward Message

PERSONAL SETTINGS

To change your voicemail pin number:

Access voicemail. Press 4 3 1. Enter your new pin and press #.

Re-enter your new pin and press # to confirm.

To change recorded name:

Access voicemail. Press 4 3 2. At the tone, record your name or press * to keep current recording. When finished, press #.

GREETING TYPES

Cisco Unity Connection allows you to record up to six personal greetings. You can enable as many greetings as you want. The six personal greetings and how they work are described below. Note that Unity plays the greetings that you enable for the applicable situation, while some greetings override other greetings when they are enabled.

Alternate Greeting

Enable the alternate greeting to play when you want to indicate special circumstances, such as when you are on vacation. (For example, “I will be out of the office until <date>.”) When it is enabled, the alternate greeting overrides all other greetings.

Busy Greeting

Enable the busy greeting to indicate when you are on the phone. (For example, “I am currently on another line, please leave a message.”) When it is enabled, the busy greeting overrides the standard, closed, and internal greetings when your phone is busy.

Sample: You have reached the office of [name] at [Department Name]. While I am in the office, I am currently on another call. Please leave your name and number and I will return your call as soon as possible.

Internal Greeting

Enable the internal greeting to provide information that coworkers need to know. (For example, “I will be in conference room B until noon today.”) When it is enabled, the internal greeting overrides the standard and off-hours greetings, and plays only to callers within your organization when you do not answer your phone.

Closed Greeting

Enable the closed greeting if you want to play a special greeting during non business hours (4:30pm. – 8:00am). (For example, “Sorry, I am not available to answer your call. University office hours are <times>.”) When it is enabled, the closed greeting overrides the standard greeting during non business hours.

Standard Greeting

The standard greeting plays during the business hours that Murray State University is open (8:00am – 4:30pm Monday –Friday) or in other situations

when no other greeting is enabled. By design, the standard greeting cannot be disabled.

Sample: You have reached the office of [name] at [Department Name]. I am unavailable to take your call at this time. Please leave your name and number and I will return your call as soon as possible. Thank you for calling and have a great day.

Holiday Greeting

Enable the holiday greeting if you want to play a special greeting during a holiday. (For example, "Murray State University is currently closed for a scheduled holiday. You may find the university holiday schedule at www.murraystate.edu under human resources – holiday schedule) Using one holiday greeting covering all scheduled holidays may be best practice. When it is enabled, the holiday greeting overrides the standard greeting and will activate each time there is scheduled holiday.

TO CHANGE RECORDED GREETING

Access voice mail. Press 4 1. After you listen to your current greeting, select one of the following:

Press 1 to hear and re-record greeting

Press 2 to enable or disable alternate greeting

Press 3 to record or edit a different greeting

Press 4 to hear all your greetings

Press 0 for Help

Press * to Exit