

# To Access Cisco Unity by Phone

If you are dialing from:

*Your campus phone*

- Dial 5000
- Enter your password

*Another campus phone*

- Dial 5000
- Press \*
- Enter your extension
- Enter your password

*Off campus*

- Dial 816-235-5000
- Press \*
- Enter your mailbox number
- Enter your password

# To Access Cisco Unity Setup Options by Web (Cisco Unity Assistant)

Go to [www.umkc.edu/unity](http://www.umkc.edu/unity)

- Click on “Click here to manage your Unity account.”
- Log in using your SSO (Exchange) account. (Domain: UMKC-USERS)
- Click on “Cisco Unity Assistant.”

**Setting Unity Phone Password**

- Access Cisco Unity by web (see above).
- Click on Personal Preference.
- Under “Phone Password,” type your new password.

**Note:** Some of these features may not be available to all users.

## [1] New Messages

- [1] Voice Messages
- [2] E-mails
- [3] Receipts
- [4] All Messages

### Playback Controls During Message

- [1] Rewind
- [2] Pause/Resume
- [3] FF
- [3] [3] FF to end
- [4] Slow playback
- [4] [4] Slower playback
- [5] Play Message properties
- [6] Fast playback
- [6] [6] Faster playback
- [7] Decrease volume
- [8] Reset volume
- [9] Increase volume
- [#] Skip message
- [#] [#] Skip message, Save as new

### Options After Message

- [1] Skip back
- [4] Replay message
- [5] Play message properties
- [6] Forward message
- [7] Delete
- [8] Reply
- [8] [2] Reply to all
- [8] [8] Call the subscriber
- [9] Save
- [#] Save as is

## [2] Send a Message

Address and record message

[#] Send now

[1] Message options

[1] Change address

[2] Change recording

[3] Set special delivery

[4] Review messages

[#] Send

[1] Add name

[2] Hear all names

[3] Remove name

[1] Hear recording

[2] Save Recording

[3] Record

[4] Add to recording

[1] Urgent

[2] Return receipt

[3] Private

[4] Future

## [3] Saved Messages

[1] Review saved messages

\*\*\*Playback options same as Option 1

## [4] Setup Options

[1] Greetings

[1] Record this greeting

[2] Turn on/off alternate greeting

[3] Edit other greetings

[4] Hear all greetings

[2] Message settings

[1] Change message notification

[1] Pager

[2] Home Phone

[3] Work phone

[4] Spare phone

[3] Change menu type

[1] Toggle full/brief menu descriptions

[4] Edit private lists

[1] Hear List

[2] Change names on list

[3] Personal settings

[1] Change password

[3] Change recorded name

[4] Change directory listing

[1] Change listing status

[4] Call transfer

[1] Switch between transferring calls to extension or voicemail

**Note:** Some of these features may not be available, and will not be prompted

Use these keys anytime: [0] Help [0] [0] Operator [\*] Cancel or Back up [#] Finish/Skip

## Main Menu

- |   |                      |
|---|----------------------|
| 1 | Hear new messages    |
| 2 | Send a message       |
| 3 | Review old messages  |
| 4 | Change setup options |

## During Message Menu

### While listening to a message press:

- |    |                         |
|----|-------------------------|
| 1  | Rewind message          |
| 2  | Pause/resume            |
| 3  | Fast-forward            |
| 33 | Fast-forward to end     |
| 4  | Slow playback           |
| 44 | Slower playback         |
| 5  | Play message properties |
| 6  | Fast playback           |
| 66 | Faster playback         |
| 7  | Decrease volume         |
| 8  | Reset volume            |
| 9  | Increase volume         |
| #  | Skip message            |
| ## | Skip + save as new      |

## After Message Menu

- |    |                         |
|----|-------------------------|
| 1  | Skip back               |
| 4  | Replay message          |
| 5  | Play message properties |
| 6  | Forward message         |
| 7  | Delete                  |
| 8  | Reply*                  |
| 82 | Reply to all            |
| 88 | Call the subscriber*    |
| 9  | Save                    |
| #  | Save as is              |

\* Not available on some systems

## Shortcuts

### While listening to Main Menu, press:

- |     |                                     |
|-----|-------------------------------------|
| 41  | Change greetings                    |
| 412 | Turn on/off alternate greeting      |
| 421 | Change message notification*        |
| 423 | Choose full/brief menu descriptions |
| 431 | Change voicemail password           |
| 432 | Change recorded name                |
| 44  | Change call transfer*               |

### While listening to a message, press:

- |      |                                |
|------|--------------------------------|
| 335  | Skip + play message properties |
| 336  | Skip + forward message         |
| 337  | Skip + delete message          |
| 338  | Skip + reply*                  |
| 3382 | Skip + replay to all*          |
| 339  | Skip + save as is              |

### After recording a message, press:

- |    |                         |
|----|-------------------------|
| 11 | Change addressing       |
| 12 | Change recording        |
| 13 | Set special delivery    |
| 14 | Review recorded message |

\* Not available on some systems

## Password Rules

- Must be five digits in length.
- Cannot include your extension.
- Cannot be easy to guess. Examples: 12345 or 11111.
- Passwords will reset every 180 days.
- Must be a new password. Unity remembers up to four passwords.
- Cannot start with "0".

# Help!

*If you need help with:*

### Voicemail

Call: Information Services  
Networking & Telecommunications  
816-235-1191

Hours: Mon.– Fri.  
8 a.m. - 5 p.m.

### E-mail/Computer

Call: Information Services  
Call Center  
816-235-2000

Hours: Mon. – Fri.  
7 a.m. - 7 p.m.

### Training

Call: Information Services  
Training & Communications  
816-235-2627

Hours: Mon. – Fri.  
8 a.m. - 5 p.m.

Individuals with speech or hearing impairments  
may use Relay Missouri at 1-800-735-2966 (TT)  
or 1-800-735-2466 (voice).



University of Missouri-Kansas City  
5100 Rockhill Road  
Kansas City, MO 64110-2499

an equal opportunity/  
affirmative action institution

# Cisco Unity 4.0(3)™ Quick Reference Guide

This guide will help you access Cisco Unity™  
by phone and through the Web, using the  
Cisco Unity Assistant™.

Information Services  
Networking &  
Telecommunications

Main: 816-235-1595  
Helpline: 816-235-1191  
[www.umkc.edu/is/nt/](http://www.umkc.edu/is/nt/)

