

# **Cisco Unity VoiceMail User Guide**

*Use These Keys Anytime During any Changes*

KEY	TASK	KEY	TASK
*	Cancel or back up	#	Skip or move ahead

## **FIRST TIME YOU LOG IN**

### **To Enroll on Cisco Unity:**

**Step 1** Dial 55 to access the Unity Voicemail System.

**Step 2** Enter the default password. (Default password is 159357#).

**Step 3** Please follow system instructions for the following:

• Record your name. • Set a new password. • Record your greeting.

**Step 4** Please wait until you hear "You Have Finished Enrollment" then hang up.

### **To Check Messages from your telephone:**

**Step 1** Dial 55 and log on.

**Step 2** Press 1 to hear new messages, or press 3 to review old messages.

**Step 3** Use the following keys to manage your messages and to control playback.

*Use These Keys During a Message*

KEY	TASK	KEY	TASK
1	Restart Message	7	Rewind, small
2	Save	8	Pause or resume
3	Delete	9	Fast-forward to End
5	Change Volume		

*Use These Keys After a Message*

KEY	TASK	KEY	TASK
1	Replay Message	6	Save as Unheard
2	Save	7	Rewind, small
3	Delete	8	N/A
4	Reply	9	Play Message Summary
5	Forward Message		

### **To Check Messages from outside the office:**

**Step 1** Dial the Main Number 828-327-7600

**Step 2** When the CVOC greeting begins to play, Press #

**Step 3** Enter your extension number, then press #.

**Step 4** Enter your password then press #.

### **For Shared Mailbox Users:**

**Step 1** Dial 55

**Step 2** When the Cisco welcome message plays, Press #

**Step 3** Enter your ID number (voice mailbox number), then press #.

**Step 4** Enter your password then press # (use 159357 if accessing voicemail for the first time).

# Cisco Unity Voicemail Quick Reference Guide

**Robert M. Cannistra, Michael E.  
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## **Cisco Unity Voicemail Quick Reference Guide:**

CCNP Voice CAPPS 642-467 Quick Reference Brion Washington,2011-05-12 As a final exam preparation tool the CCNP Voice CAPPS 642 467 Quick Reference provides a concise review of all objectives on the new CCNP Voice Integrating Cisco Unified Communications Applications exam 642 467 This eBook provides you with detailed graphical based information highlighting only the key topics in cram style format With this document as your guide you will review topics on the integration options of Cisco Unified Presence Cisco Unity Express and Cisco Unity Connection In addition this eBook covers voice messaging deployment scenarios Cisco Unified Presence features and troubleshooting mechanisms as well as Cisco Unified Presence and Cisco Unified Personal Communicator integration options with Cisco Unified Communications Manager This fact filled Quick Reference allows you to get all important information at a glance helping you to focus your study on areas of weakness and to enhance memory retention of essential exam concepts

*CCIE Collaboration Quick Reference* Akhil Behl,2014-05-16 CCIE Collaboration Quick Reference provides you with detailed information highlighting the key topics on the latest CCIE Collaboration v1 0 exam This fact filled Quick Reference allows you to get all important information at a glance helping you to focus your study on areas of weakness and to enhance memory retention of important concepts With this book as your guide you will review and reinforce your knowledge of and experience with collaboration solutions integration and operation configuration and troubleshooting in complex networks You will also review the challenges of video mobility and presence as the foundation for workplace collaboration solutions Topics covered include Cisco collaboration infrastructure telephony standards and protocols Cisco Unified Communications Manager CUCM Cisco IOS UC applications and features Quality of Service and Security in Cisco collaboration solutions Cisco Unity Connection Cisco Unified Contact Center Express and Cisco Unified IM and Presence This book provides a comprehensive final review for candidates taking the CCIE Collaboration v1 0 exam It steps through exam objectives one by one providing concise and accurate review for all topics Using this book exam candidates will be able to easily and effectively review test objectives without having to wade through numerous books and documents for relevant content for final review

*CCNA Voice Official Exam Certification Guide (640-460 IIUC)* Jeremy Cioara,Michael J. Cavanaugh,Kris A. Krake,2008-11-07 Master IIUC 640 460 exam topics with the official study guide Assess your knowledge with chapter opening quizzes Review key concepts with Exam Preparation Tasks CCNA Voice Official Exam Certification Guide is a best of breed Cisco exam study guide that focuses specifically on the objectives for the CCNA Voice IIUC 640 460 exam Senior voice instructors and network engineers Jeremy Cioara Michael Cavanaugh and Kris Krake share preparation hints and test taking tips helping you identify areas of weakness and improve both your conceptual knowledge and hands on skills Material is presented in a concise manner focusing on increasing your understanding and retention of exam topics CCNA Voice Official Exam Certification Guide presents you with an organized test preparation routine through the use of proven series elements and techniques Do I Know This Already quizzes open each

chapter and allow you to decide how much time you need to spend on each section Exam topic lists make referencing easy Chapter ending Exam Preparation Tasks sections help drill you on key concepts you must know thoroughly Well regarded for its level of detail assessment features and challenging review questions and exercises this official study guide helps you master the concepts and techniques that will enable you to succeed on the exam the first time CCNA Voice Official Exam Certification Guide is part of a recommended learning path from Cisco that includes simulation and hands on training from authorized Cisco Learning Partners and self study products from Cisco Press To find out more about instructor led training e learning and hands on instruction offered by authorized Cisco Learning Partners worldwide please visit [www.cisco.com/go/authorizedtraining](http://www.cisco.com/go/authorizedtraining) The official study guide helps you master all the topics on the IIUC exam including Connecting IP phones to the LAN infrastructure Cisco Unified CME installation Cisco Unified CME IP phone configuration Cisco Unified CME voice productivity features Gateway and trunk concepts and configuration Cisco Unity Express concepts and configuration Smart Business Communications System Configuring and maintaining the UC500 for voice

**Configuring Cisco Unified Communications Manager and Unity Connection** David J. Bateman, 2011-05-09 The definitive up to date guide to planning configuring and administering Cisco call processing and voice messaging This book brings together all the hands on knowledge you need to successfully configure and administer Cisco's flagship IP voice systems including Cisco Unified Communications Manager CUCM Unity and Unity Connection Fully updated for the new CUCM Unity and Unity Connection version 8 it presents step by step procedures for every common and complex task that installers integrators and administrators will encounter Long time Cisco voice implementer and instructor David Bateman begins with clear well organized explanations of Cisco Voice over IP technology including its key functions and devices Next he guides you through preparation and deployment including configuring CUCM for maximum performance removing DNS dependencies defining enterprise parameters configuring regions and enforcing security The author presents quick access step by step solutions for dozens of post deployment tasks each with thorough instructions and cross references to prerequisite tasks wherever needed He demonstrates how to integrate features to create more powerful IP voice systems thoroughly introduces Cisco's new management interface and provides extensive coverage of the latest feature enhancements David Bateman is a certified Cisco instructor CCNA and director of curriculum development for Skyline ATS He has 20 years of internetworking experience including more than a decade as a senior LAN WAN engineer in networks serving up to 5 000 users He then ran the business operations of a technical services company while maintaining his existing networking client base David has taught and implemented Cisco voice technologies since 2000 He authored this book's first edition and co authored CCNA Voice Exam Cram Establish a foundation for CUCM configuration services set enterprise parameters register devices and more Add gateways and client devices Create dial plans including route patterns route lists route groups CTI route points translation patterns and route filters Configure Class of Service CoS and Call Admission Control Implement IP phone service

media resources and Extension Mobility Prepare to deploy Unity Connection verify integration define system parameters and create templates distribution lists and CoS Add import and manage users Make the most of Unity Connection call management from basic auto attendant to advanced routing rules and audio text Integrate legacy voicemail systems Master Unity Connection s key administrative tools and utilities Use time of day routing call queuing and other advanced features This IP communications book is part of the Cisco Press Networking Technology Series IP communications titles from Cisco Press help networking professionals understand voice and IP telephony technologies plan and design converged networks and implement network solutions for increased productivity *Implementing Cisco Collaboration Applications (CAPPs) Foundation Learning Guide (CCNP Collaboration Exam 300-085 CAPPs)* Chris Olsen, 2015-12-22 Now fully updated for the new Cisco CAPPs 300 085 exam Implementing Cisco Collaboration Applications CAPPs Foundation Learning Guide is your Cisco authorized learning tool for CCNP Collaboration preparation Part of the Cisco Press Foundation Learning Series it teaches advanced skills for designing deploying configuring and troubleshooting Cisco Collaboration and Unified Communications applications devices and networks Author Chris Olsen shows how to effectively use Cisco Unity Connection Cisco Unity Express Cisco Instant Message and Presence Cisco TelePresence Video Communication Server and Cisco TelePresence Management Suite in production environments He begins by introducing the server platforms and overlays that are the basis for all Cisco Unity Connection design and integration Next he presents in depth coverage of a wide range of essential tasks from user configuration to voicemail redundancy configuring Cisco Jabber Mobile to provisioning Cisco Prime Collaboration Each chapter opens with a list of topics that clearly identifies its focus Each chapter ends with a summary of key concepts for quick study as well as review questions to assess and reinforce your understanding Throughout configuration examples and sample verification outputs illustrate critical issues in network operation and troubleshooting Whether you are preparing for the CCNP Collaboration certification exams or you are just interested in learning about how to deploy and operate Cisco collaboration applications you will find this book to be an invaluable resource Shows how to integrate Cisco Unity Connection with Cisco Unified Communications Manager or other PBXs Covers configuring Cisco Unity Connection users templates service classes distribution lists security LDAP dial plans and call management Walks through Unified Messaging single Inbox configuration Shows how to design integrate and configure feature rich branch office messaging solutions with Cisco Unity Express Explains Cisco Unified IM and Presence components design integration deployment and feature configuration Covers Cisco Jabber and Cisco Jabber Mobile configuration Guides you through deploying Cisco Collaboration Systems Applications with Cisco Prime Collaboration Introduces Cisco TelePresence Management Suite Cisco TMS capabilities and scheduling options This book is in the Foundation Learning Guide Series These guides are developed together with Cisco as the only authorized self paced learning tools that help networking professionals build their understanding of networking concepts and prepare for Cisco certification exams **CCNA Voice**

**640-461 Official Cert Guide** Jeremy Cioara, Michael H. Valentine, 2011-08-18 Trust the best selling Official Cert Guide series from Cisco Press to help you learn, prepare and practice for exam success. They are built with the objective of providing assessment review and practice to help ensure you are fully prepared for your certification exam CCNA Voice 640-461. Official Cert Guide presents you with an organized test preparation routine through the use of proven series elements and techniques. Do I Know This Already quizzes open each chapter and enable you to decide how much time you need to spend on each section. Exam topic lists make referencing easy. Chapter ending Exam Preparation Tasks help you drill on key concepts you must know thoroughly. Master Cisco CCNA Voice 640-461 exam topics. Assess your knowledge with chapter opening quizzes. Review key concepts with exam preparation tasks. Practice with 200 realistic exam questions on the CD ROM. CCNA Voice 640-461 Official Cert Guide focuses specifically on the objectives for the CCNA Voice ICOMM exam. Senior voice consultants and trainers Jeremy Cioara and Michael Valentine share preparation hints and test taking tips helping you identify areas of weakness and improve both your conceptual knowledge and hands on skills. Material is presented in a concise manner focusing on increasing your understanding and retention of exam topics. The companion CD ROM contains a powerful Pearson IT Certification Practice Test engine that enables you to focus on individual topic areas or take a complete timed exam. The assessment engine also tracks your performance and provides feedback on a module by module basis, laying out a complete assessment of your knowledge to help you focus your study where it is needed most. Well regarded for its level of detail, assessment features, comprehensive design scenarios and challenging review questions and exercises, this official study guide helps you master the concepts and techniques that will enable you to succeed on the exam the first time. The official study guide helps you master all the topics on the CCNA Voice exam including Voice and data convergence, IP phone connections to the LAN infrastructure, Cisco Unified Communications Manager Express (CUCM Express), IP phone configuration and voice productivity features. Gateways and trunks, Cisco Unity Express, Smart Business Communications System UC500 series for voice. CCNA Voice 640-461 Official Cert Guide is part of a recommended learning path from Cisco that includes simulation and hands on training from authorized Cisco Learning Partners and self study products from Cisco Press. To find out more about instructor led training, e learning and hands on instruction offered by authorized Cisco Learning Partners worldwide, please visit [www.cisco.com/go/authorizedtraining](http://www.cisco.com/go/authorizedtraining). The print edition of the CCNA Voice 640-461 Official Cert Guide contains two free complete practice exams. Pearson IT Certification Practice Test minimum system requirements: Windows XP SP3, Windows Vista SP2 or Windows 7, Microsoft .NET Framework 4.0 Client, Microsoft SQL Server Compact 4.0, Pentium class 1GHz processor or equivalent, 512 MB RAM, 650 MB disc space plus 50 MB for each downloaded practice exam. Also available from Cisco Press for Cisco CCNA Voice study is the CCNA Voice 640-461 Official Cert Guide Premium Edition eBook and Practice Test. This digital only certification preparation product combines an eBook with enhanced Pearson IT Certification Practice Test. This integrated learning package allows you to focus on individual topic areas or take complete

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the CCNA Voice Portable Command Guide is portable enough for you to use whether you're in the server room or the equipment closet. This quick reference summarizes all commands, keywords, command arguments, and associated prompts relevant for Exam 640-461 and offers tips and examples for applying these commands in live Cisco Unified Communications environments. Topics covered include Fundamentals, Unified Communications components, functions, call signaling, media flows, and VoIP quality. Preparation, Configuration, Cisco switches, routers, and other devices to support Unified Voice Provisioning, Create, modify users, accounts, endpoints, directory numbers, user and mobility features, and calling privileges. Messaging and Presence, Configure voice messaging, Cisco Unity Connection, and Cisco Unified Presence Management, Monitoring, Generate reports, monitor voicemail usage, perform backups, and more. Support, Verify PSTN connectivity, and define fault domains, troubleshoot endpoints, call quality, and voicemail. Access all CCNA Voice commands use as a quick offline resource for research and solutions. Logical how-to topic groupings provide one-stop research Great for review before CCNA Voice 640-461 certification exams. Includes configuration examples for Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Connection, and Cisco Unified Presence. Compact size makes it easy to carry with you wherever you go. Create Your Own Journal section with blank lined pages allows you to personalize the book for your needs. What Do You Want to Do chart inside cover helps you quickly reference specific tasks. This book is part of the Cisco Press Certification Self-Study Product Family, which offers readers a self-paced study routine for Cisco certification exams. Titles in the Cisco Press Certification Self-Study Product Family are part of a recommended learning program from Cisco that includes simulation and hands-on training from authorized Cisco Learning Partners and self-study products from Cisco Press.

*CCIE Voice v3.0 Quick Reference* Mark Lewis, 2011-11-21

As a final exam preparation tool, *CCIE Voice v3.0 Quick Reference* provides a concise review of all objectives on the CCIE Voice written exam v3.0. This eBook provides you with detailed graphical-based information, highlighting only the key topics in a cram-style format. With this document as your guide, you will review topics on the technologies and applications that comprise a Cisco Enterprise VoIP solution. This fact-filled Quick Reference allows you to get all important information at a glance, helping you to focus your study on areas of weakness and to enhance memory retention of essential exam concepts.

[CCNP Voice CAPPS 642-467](#) Brion S. Washington, 2011

**Cisco Product Quick Reference Guide** Cisco Staff, 2005 [Cisco Products](#) Cisco Systems, Inc, 2000

**Cisco Unity Connection** David Schulz, 2011-06-17

*Cisco Unity Connection* The comprehensive guide to Cisco Unity Connection voice messaging system design, implementation, and troubleshooting. David Schulz, Cisco Unity Connection, presents all the concepts and techniques you need to successfully plan, design, implement, and maintain Cisco Unity Connection voice messaging systems. For every stage of the system lifecycle, enterprise voice expert David Schulz offers clear explanations, practical examples, realistic case studies, and best practice solutions. The author begins by introducing Cisco Unity Connection's core features, capabilities, and components. Next, he provides thorough step-by-step coverage of

configuration including users contacts call routing dial plans class of service and templates You will find extensive discussions of user features and access administration and maintenance redundancy and backup and much more Throughout the author addresses many enhancements introduced in the new Cisco Unity Connection v8 5 software This book concludes with a complete guide to troubleshooting including case studies that identify common deployment challenges and help you build real world problem solving skills

**Practical Cisco Unified Communications Security** Brett Hall,Nik

Smith,2020-12-04 Master the foundations of modern Cisco Unified Communications UC system security This guide helps you build foundational knowledge for securing modern Cisco Unified Communications environments that support voice video messaging and meetings and support different types of real time collaboration capabilities based on mobile remote access and mobile devices based on bring your own device BYOD initiatives Writing for administrators and managers two Cisco collaboration experts bring together methods and insights to illuminate both the why and the how of effective collaboration security Using the proven Explain Demonstrate and Verify methodology they explain each threat demonstrate remediation and show how to confirm correct implementation You ll walk through securing each attack surface in a logical progression across each Cisco UC application domain The authors address key updates to Cisco collaboration architecture including Expressway Cisco Meeting Server encryption enhancements and advanced business to business collaboration You ll find quick reference checklists in each chapter and links to more detail wherever needed Begin by protecting your workforce through basic physical security and life safety techniques Understand how attackers seek to compromise your UC system s network environment and your best countermeasures Maintain security across all UC deployment types n Protect core UC applications by locking down and hardening the core operating system Use encryption to protect media and signaling and enforce secure authentication Secure Cisco Unified Communications Manager Cisco Unity Connection and Cisco Meeting Server Deploy Session Border Controllers to provide security controls for VoIP and video traffic Provide additional protection at the edge of the network Safeguard cloud based and hybrid cloud services Enable organizations to seamlessly and securely connect to cloud UC services Allow remote teleworker users to connect safely to local UC resources

**CCNA Voice Quick Reference** Michael Valentine,2008-07-01

As a final exam preparation tool the CCNA Voice Quick Reference provides a concise review of all objectives on the new IIUC exam 640 460 This digital Short Cut provides you with detailed graphical based information highlighting only the key topics in cram style format With this document as your guide you will review topics on concepts and commands that apply to Cisco Unified Communications for small and medium sized businesses This fact filled Quick Reference allows you to get all important information at a glance helping you focus your study on areas of weakness and enhancing your memory retention of essential exam concepts

**CCIE Voice Exam Quick Reference Sheets** Mark Lewis,2007-05-14 CCIE Voice Exam Quick Reference Sheets Digital Short Cut Mark Lewis ISBN 10 1 58705 333 0 ISBN 13 978 1 58705 333 7 As a final exam preparation tool the CCIE Voice Exam Quick Reference Sheets provides a concise

review of all objectives on the new CCIE Voice written exam 350 030 This digital Short Cut provides you with detailed graphical based information highlighting only the key topics in cram style format With this document as your guide you will review topics on Cisco CallManager and Unity QoS telephony protocols IOS IP telephony IP IVR IPCC voice security operations and management and infrastructure and application protocols These fact filled Quick Reference Sheets allow you to get all important information at a glance helping you focus your study on areas of weakness and to enhance memory retention of essential exam concepts Table of Contents Introduction 1 Cisco CallManager 2 Understanding Quality of Service QoS 3 Telephony Protocols 4 Cisco Unity 5 IOS IP Telephony Skills 6 IP Interactive Voice Response IP IVR IP Contact Center IPCC Express 7 Security 8 Infrastructure Protocols 9 Application Protocols 10 Operations and Network Management About the author Mark Lewis CCIE No 6280 is technical director of MJL Network Solutions a provider of internetworking solutions that focuses on helping enterprise and service provider customers implement leading edge technologies including VoIP IP telephony solutions Mark specializes in next generation advanced network technologies and has extensive experience designing deploying and migrating large scale IP MPLS networks and VoIP IP telephony solutions He is an active participant in the IETF a member of the IEEE and a Certified Cisco Systems Instructor CCSI Mark is the author of the Cisco Press titles Comparing Designing and Deploying VPNs ISBN 1 58705 179 6 and Troubleshooting Virtual Private Networks ISBN 1 58705 104 4 [CCNP Voice TVoice 642-427 Quick Reference](#) Brion Washington,2011-04-08 As a final exam preparation tool the CCNP Voice TVoice 642 427 Quick Reference provides a concise review of all objectives on the new CCNP Voice Troubleshooting Cisco Unified Communications exam 642 427 This eBook provides you with detailed graphical based information highlighting only the key topics in cram style format With this document as your guide you will review topics on troubleshooting Cisco Unified Communications systems and solutions in different deployments In addition this eBook covers troubleshooting methodology triage resources tools and fixes for Cisco Unified Communications Manager and the new v8 0 features such as Call Control Discovery SIP Precondition and Extension Mobility Cross Cluster as well as dial plan troubleshooting including globalized call routing This fact filled Quick Reference allows you to get all important information at a glance helping you to focus your study on areas of weakness and to enhance memory retention of essential exam concepts [CCNP Voice TVoice 642-427](#) Brion S. Washington,2011 As a final exam preparation tool the CCNP Voice TVoice 642 427 Quick Reference provides a concise review of all objectives on the new CCNP Voice Troubleshooting Cisco Unified Communications exam 642 427 This eBook provides you with detailed graphical based information highlighting only the key topics in cram style format With this document as your guide you will review topics on troubleshooting Cisco Unified Communications systems and solutions in different deployments In addition this eBook covers troubleshooting methodology triage resources tools and fixes for Cisco Unified Communications Manager and the new v8 0 features such as Call Control Discovery SIP Precondition and Extension Mobility Cross Cluster as well as dial plan troubleshooting including globalized call

routing This fact filled Quick Reference allows you to get all important information at a glance helping you to focus your study on areas of weakness and to enhance memory retention of essential exam concepts Resource description page

Cisco Unity Deployment and Solutions Guide Todd Stone,Jeff Lindborg,Dustin Grant,Steve Olivier,2004 Annotation A comprehensive guide to understanding how to design install and manage a unified communications solution Gain a thorough understanding of the Cisco Unity systems with guidance from three of its chief architects Master the application of Unity features to solve legacy and convergence problems Select from comprehensive solutions for Unity to effectively manage your Cisco Unity installations As an integral part of the Cisco AVVID Architecture for Voice Video and Integrated Data environment Cisco Unity complements the full range of Cisco IP based voice solutions including Cisco CallManager Cisco IP Contact Center and Cisco Personal Assistant Cisco Unity is designed for large or small enterprises and offers enhanced security reliability and serviceability along with support for Microsoft Windows 2000 Advanced Server SP2 and Microsoft Exchange 2000 Enterprise Server Cisco Unity Deployment and Solutions Guide presents real world deployment examples and shows how to plan install and manage a Cisco unified communications solution Part I focuses on understanding Unity architecture and the different technologies it uses It also provides a comprehensive list of features and explains how they are used Part II focuses on deployment issues and explains the steps necessary to deploy a Unity messaging system in a small or large organization It includes a considerable number of real world examples and case studies for each installation type Part III answers a large number of solutions oriented questions asked by customers on a regular basis but where no documented information is presently available Finally part IV explains everything a Unity Administrator needs to know in order to manage the system and its users Todd Stone is a Unity Customer Solutions Architect for Cisco Systems Jeff Lindborg is the architect and technical lead for the Applications Team for Cisco Unity Steve Olivier is the Unity expert on switch integration Author resides Seattle WA

CCVP CVOICE Quick Reference Kevin Wallace,2008-10-29 CCVP CVOICE Quick Reference Digital Short Cut Kevin Wallace CCIE No 7945 ISBN 10 1 58705 824 3 ISBN 13 978 1 58705 824 0 As a final exam preparation tool the CCVP CVoice Quick Reference Second Edition provides a concise review of all objectives on the CVoice exam 642 436 This digital Short Cut provides you with detailed graphical based information highlighting only the key topics in cram style format With this document as your guide you will review topics on foundational elements of VOIP calls the description of dial plans and the implementation of gateways gatekeepers and IP IP gateways This fact filled Quick Reference allows you to get all important information at a glance helping you focus your study on areas of weakness and to enhance memory retention of essential exam concepts

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