General Information

Setting up your Voicemail for the first time
- Dial 4-6000 or press your Message key
- When prompted, enter the default PIN
- You will be prompted to change your PIN

Your ID is your 5-digit extension number and your PIN is your password.

Your Zero out location is now called your Alternate Contact. (The extension calls will be sent when a caller presses the “0” key to get out of your voicemail box.)

This new Cisco Unity Voice Mail system has the ability to access your messages by phone, through Outlook, and through a Web box.

Some Quick Tips

To skip someone’s voicemail greeting and go directly to leaving a message, press #

To send a caller directly to another person’s voice mail box (not ring their phone), transfer the caller to 4-6000, press #, enter the person’s extension number followed by #2, then press transfer again.

Remember, those persons who are still in the Avaya Audix and Intuity voicemail systems will not be able to forward any messages to the Cisco Unity voicemail system and vice versa.

Undeleted voicemail messages will be automatically moved to the Deleted folder after 21 days and then purged 14 days after that.

Changing your PIN

Your initial PIN may be changed through your telephone by following the prompts and using the guidelines listed below.

A PIN that is expiring or has been forgotten can be changed by going to http://vmail.usf.edu.

Login using your net ID name without the @ symbol and host/domain/server name and using your net ID password.

Go to the Settings tab, Passwords, Change PIN. Just enter a new PIN and confirm. You do not need to know your old PIN.

Important Guidelines for Choosing a PIN

- The PIN cannot contain your primary extension or its reverse.
- The PIN must contain a least three different digits.
- The digits cannot all be consecutive in ascending or descending order.
- A digit cannot be used more than two times consecutively.
- The PIN cannot contain repeated digits.
- The PIN cannot contain repeated groups of three or more digits.
- The PIN cannot be a numeric representation of your first or last name, or the combination of your first and last names.

Getting your Messages through Outlook

(You MUST first log into your voicemail box by phone)

All your voicemail messages, both old and new, will be accessible through Outlook. Messages will be played as a wave file.

This system does not view faxes that were sent to your voicemail box.

To add, click on start/home at the bottom corner
- Go to the Control Panel
- Select the Mail Folder
- Click on E-Mail Accounts
- Select New (located below the E-Mail tab)
- (Select Microsoft Exchange), click on Next
- Type your name
- Type your e-mail address using your normal login name but change the extension to cuc.itc.usf.edu
- Type your Net ID password then retype for confirmation
- Click on Next – continue to follow the prompts until you can click on Finish

Your new folder will appear on the left side usually near the bottom. It will be titled with the e-mail address you just created – example jdoe@cuc.itc.usf.edu. Nothing will be available to view until you actually have voice mail messages.

To automatically purge deleted items

<table>
<thead>
<tr>
<th>Outlook 2007</th>
<th>Outlook 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Go to the Control Panel</td>
<td>Go to Deleted Items</td>
</tr>
<tr>
<td>Select the Mail Folder</td>
<td>Select radio button at the bottom with “Mark items for deletion but don’t move them automatically”</td>
</tr>
<tr>
<td>Click on E-Mail Accounts</td>
<td>Click on Change – More Options/Settings</td>
</tr>
<tr>
<td>Highlight the line with @cuc.itc.usf.edu</td>
<td>Under Purge Options, check the box</td>
</tr>
<tr>
<td>Click on Change – More Options/Settings</td>
<td>Click OK – Next – Finish/Cancel and Close</td>
</tr>
</tbody>
</table>

NOTE: Whenever you change your NETID password, please remember to also update your password in OUTLOOK to prevent the constant pop-ups from the cuc.itc server.