

### TO ACCESS YOUR MAILBOX

From your desk phone  
Press the **MESSAGE** button or dial 4-6000  
Enter your PIN (password) followed by #

From another campus phone  
Dial 4-6000  
Press \*  
Enter your ID (5-digit extension) followed by #  
Enter your PIN (password) followed by #

From outside the University  
Dial (813)974-6000  
Press \*  
Enter your ID (5-digit extension) followed by #  
Enter your PIN (password) followed by #

### While Listening to your Message

Restart	1
Save	2
Delete	3
Slow Playback	4
Change Volume	5
Fast Playback	6
Rewind	7
Pause/Resume	8
Fast Forward	9
Fast Forward to End	#
Skip Message (mark as new)	##

### After listening to your Message

Repeat	1
Save	2
Delete	3
Reply (campus Unity v/m users only)	4
Forward (campus Unity v/m users only)	5
Mark New	6
Skip Back	7
Message Properties	9
Cancel Playing	*
Help	0

### Change Address

Send	#
Mark Urgent	1
Return Receipt	2
Mark Private	3
Future Delivery	4
Review Recording	5
Re-record Message	6
Add to Message	7
Add a Name	9 1
Review all Names	9 2
Send copy to yourself	9 5
Cancel	*
Help	0

### MAIN MENU

Play new messages	1
Send a message	2
Review old messages	3
Setup options	4
Exit	*
Help	0

### Sending a Message

Record message and press #

Options: Spell last & first name then press #  
*To switch between spelling & number entry, press ##*

Enter extension and press #

❖ To Cancel message, press \*

To send now, press #

Help 0

### Greetings

Record	1
Turn on/off alternate greeting	2
Edit other greetings	3
Play all greetings	4
Help	0
Exit	*

### Message Settings

Change message notification	1
Menu style (full or brief)	3
Private lists	4
Help	0
Exit	*

### Message Notification

Pager	1
Home Phone	2
Work Phone	3
Mobile Phone	4
Help	0
Exit	*

### Setup Options

Greetings	1
Message Settings	2
Preferences	3
Transfer Settings	4
Alternate Contact # (zero out)	5
Help	0
Exit	*

### Preferences

PIN (password)	1
Recorded Name	2
Directory Listing	3
Help	0
Exit	*

### Transfer Settings

Standard Transfer Rule	1
Alternate Transfer Rule	2
Closed Transfer Rule	3
Personal Call Transfer Rule	4
Help	0
Exit	*

### SHORTCUTS

Help	0
Cancel/backup	*
Skip/confirm	#
Change greeting settings	4 1
Change PIN (password)	4 3 1
Change your name	4 3 2

**NOTE:** Pressing \* to exit only exits from the current menu you are in. It may take several \* key entries to exit the system completely.

# UNIVERSITY OF SOUTH FLORIDA

## CISCO UNITY VOICEMAIL

### TAMPA QUICK REFERENCE GUIDE

#### For Telephone & Outlook

Version 10.5 - 10/13/15

#### General Information

Accessing Cisco 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.) *From your phone, select Setup Options, than select option 5.*

This new Cisco Unity Voice Mail system has the ability to access your messages through the phone, Outlook, and/or the Web. In order to access messages from the Web, you must have a valid Net ID to login.

#### 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.

Unheard voicemail messages will be moved to the Saved folder in 21 days. Saved voicemail messages will be automatically moved to the Deleted folder after 14 days and then purged 7 days after that.

**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.**

#### Changing your PIN

You will be required to change your initial PIN when you first login to your Cisco Unity voicemail system. Follow the instructional prompts. Listed below are the **Important Guidelines for Choosing a PIN.**

If you have a valid Net ID, a PIN that is expiring or has been forgotten can be changed by going to <http://vmail.usf.edu>

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**

PINs must 4 characters long and standard security rules apply – meaning you will be required to change your PIN from time to time. The longer the PIN, the more secure it will be.

- 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 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. **Safari users cannot play back messages through their computer. Use phone option.**

This system does not view faxes.

To add, click on **start/ home** at the bottom corner

- Go to the Control Panel
- Select Mail Icon
- Click on E-Mail Accounts
- Select New (located below the E-Mail tab)
- Type your name
- Type your e-mail address using your login name and the **@cuc.itc.usf.edu** extension
- 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](mailto:jdoe@cuc.itc.usf.edu). Nothing will be available to view until you actually have voice mail messages.

To automatically purge deleted items

<b>Outlook 2010</b>
Go to the Control Panel
Select the Mail Icon
Click on E-Mail Accounts
Highlight the line with @cuc.itc.usf.edu
Click on Change – More Settings
<ul style="list-style-type: none"><li>• Go to Deleted Items tab</li><li>• Select radio button at the bottom with “Mark items for deletion but don’t move them automatically</li></ul>
Click OK – Next – Close -Finish and Close