CISCO UNITY CONNECTION FREQUENTLY ASKED QUESTIONS (FAQS)

Q: How do I change my PIN?

A: There are two ways to change your PIN. The first is by phone as long as your PIN has not expired or you have not forgotten your current PIN. Call the Cisco Unity system by dialing 4-6000 from your office phone or by pressing the Message button on your phone. After logging in, press "4" for setup options, followed by "3" for Preferences, than "1" to change your PIN. See "What if my PIN has expired or I forgotten my PIN?" for the second option.

Q: What if my PIN has expired or I forgotten my PIN?

A: Go to http://vmail.usf.edu and login using your NETID name and 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 to change it here.

Q: I keep getting pop-ups from the CUC.ITC server showing my login name and password. Why?

A: If you also elected to get your voicemail messages through Outlook, you may have recently changed your NETID password and forgot to update that information in Outlook. Once you update your Outlook information, the pop-ups will stop.

Q: How can I skip pass someone's greeting and just leave a message?

A: To skip someone's voicemail greeting and go directly to leaving a message, press #.

Q: When I am not available, I want the caller to be able to press "0" and be transferred to someone else. Can this be done with the CISCO system?

A: Yes. Cisco calls this feature the Alternate Contact and you can add or change your alternate contact through your telephone. Once logged into the Cisco voicemail system, press "4" for Setup Options, followed by "4" again, for Transfer Settings, than "2" the Alternate Transfer rules.

Q: I answer calls for others in my department and was wondering if I could send a caller directly to another person's voicemail box and not ring their phone?

A: Yes. To send a caller directly to another person's voicemail box (and not ring their phone), transfer the caller to 4-6000 (the Cisco voicemail system number), press #, enter the person's extension number followed by #2, then press transfer again.

Q: I was trying to forward a voice mail message to another person at USF but the system would not let me. Why?

A: USF IT is currently transitioning employees from the old Avaya Audix/Intuity to the new Cisco Unity Connection. These two different systems cannot talk to each other. In order to be able to transfer a voice mail message, both parties must be on the same voice mail system.

Q: How long will a voicemail message stay on my phone if I don't delete it?

A: Messages are purged by the system every 2 weeks or 10 business days.

Q: How many voicemail messages can I have in my voicemail system?

A: Since messages vary in size, a number cannot be given. Voicemail boxes are by size. If at any time you feel you need more room in your voicemail box, contact the IT Help Desk and request additional storage space.

Q: Can I get faxes through this voicemail system?

A: Faxing is not supported on this system.