Itasca Area Schools
Voice Mail Instruction Sheet

To Setup Your Mailbox for the First Time:
- From your phone, dial **77000 or press Message Button** to access voice mail.
- Enter the default password: **112233**
- Create and enter a new 4 digit pin or password when prompted or go to Change Setup Options and then Personal Settings to change your pin anytime.

The voicemail box will walk you through a brief enrollment. Then you'll be asked to record your name in the directory:
- After the tone, record your first and last name
- Press **#**

Listen through the introduction, then record your personal greeting:

Sample Greeting:
"Hello, this is _____ with (business name). Please leave your number and message and I will return your call. Thank you for calling."
Optional adds to your greeting:
- *"To reach the receptionist, dial zero now."*
- *Add today's date and re-record your greeting every day*

To Access Voice Mail From Your Extension:
- Dial: **77000 or press Message Key** .
- When Voice Mail answers, enter your password and press **#**

To Access Voice Mail From Another Extension or a Shared Phone:
- Dial **77000 or press Message Key**
- When the Voice Mail answers press *****
- Enter your mailbox number
- Press **#**
- Enter your password and press **#**

To Access Voice Mail From Outside the Office:
- Dial **the main number**
- When the Auto Attendant answers, press *****
- Enter your mailbox number
- Enter your password and press **#**

Your Mailbox Main Menu
- Access your mailbox
- Press: (1) New Messages
- Press: (31) to access Saved Messages
- Press: (2) to Send Messages
- Press: (4) to Access Mailbox Options
- Press : (*) to cancel or Backup
- Press: (0) for Help

To Transfer a Call Directly to a Voice Mailbox:
- While on the call, press Transfer soft key
- Dial * users extension
- Press transfer again
- Hang up

To Forward your Phone to Voicemail
- Press Cfwd All softkey
- Press **Message key**
- See note on screen- Forwarded to Voicemail
- To cancel forwarding press Fwd All Soft Key

- **Quick Options:**
- Press # to bypass a greeting
- Press 1 to pause message
- Press 7 to rewind message (3 sec)

- **Play Back Options While Listening to the Message**
- Press 1 to restart message
- Press 2 to save
- Press 3 to delete
- Press 4 Reply
- Press 5 Forward a message
- Press 64 to slow up playback
- Press 66 to speed up playback
- Press 7 to rewind
- Press 8 to pause
- Press # Fast forward to end
- Press ## to save as-is
- Press * to cancel or back-up

Unity Voicemail System Menu Map

Log In To your Mailbox

From your Phone, Dial **77000** or press the Messages button

From Outside the Building dial the main number, then press ***** and your 4 digit mailbox number

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Main Voice Mail Menu

1 – Play New Messages

3/1 – Access Saved Messages

2 – Send a Message

4 – Change Setup Options

5 – Find a Message

* – Back Up

0 For Help

Option 2 – Send a Message

Address and Record Message per prompted instructions then:

- Send Now

1 – Message Options

Option 2-1 – Message Options

1 – Change Address

2 – Change Recording

3 – Set Special Delivery

4 – Review Message

– Send

Option 1 – Play Messages

During Message Playback:

1 – Restart Message

2 – Save Message

3 – Delete Message

4 – Reply

5 – Forward Message

6 – Skip Message

64- Slow playback

66- Fast playback

7 – Rewind Message

8 – Pause/Resume Playback

9 – Fast Forward Message

0 – Return to Auto Attendant

– Fast Forward to the end

- Save as is

* Cancel or Backup

After Message has been heard:

1 – Replay Message

2 – Save Message

3 – Delete Message

4 – Reply to Message

42- Reply to All

44- Call Sender

5 – Forward Message

6 – Save as New

7 – Rewind Message

- Save as is

* Cancel or Backup

Option 4 – Setup Options

1 – Greetings and call transfer

2 – Message Settings

3 – Personal settings

Option 4-1 – Change Greetings

1 – Record this greeting

2 – Turn on/off alternate greeting

3 – Edit other greetings

4 – Hear all greetings

Option 4-2 – Message settings

1 – Change Message notification

3 – Change menu style

4 – Edit private list

Option 4-3 –Personal settings

1 – Change pin

2 – Change recorded name

3 – Change directory