

# Northwestern Voicemail User Guide for Cisco Phones

The first time you access the Northwestern voicemail system, powered by Unity, you will be prompted to change your Personal Identification Number (PIN), record your name, and record a personalized greeting using the system tutorial. You will need to use this PIN to enter the system for the first time.

## Listen Prompts

To **LISTEN** to your voicemail from your phone

- Press the **Messages** button + **PIN + # + 1**

To **LISTEN** to your voicemail away from your desk:

**From a campus phone**

- Dial **77777** then the **\* key + your extension number + PIN + # + 1**
- To **delete** the message **press 3**

**From off-campus**

- Dial **847-467-7777**
- Enter **your extension + PIN + # + 1**
- To **delete** the message **press 3**
- Alternatively, you may dial your phone number directly and press **\*** when you hear your greeting. The system will prompt you for your PIN.

To **Directly Forward Callers Into Voicemail**

- Press the **Transfer soft key**
- **Enter \*\* +** the extension of the person you want to leave a message for
- When you hear the greeting begin, immediately press the Transfer soft key (add icon) then hang up
- The caller will hear the voicemail greeting and be able to leave a message

## Record Greetings

To **RECORD** your greetings from your phone:

- Press the **Messages** button + **PIN + #**

**Standard greeting:**

- **4 + 1 + 3 + 1**, then press **#** to save your greeting

**Alternate greeting:**

- **4 + 1 + 3 + 3 + 1**, then press **#** to save your greeting

To **RECORD** your greetings away from your phone:

- Dial **847-467-7777** then the **\* key + extension + PIN + #**

**Standard greeting:**

- **4 + 1 + 3 + 1**, then press **#** to save your greeting

**Alternate greeting:**

- **4 + 1 + 3 + 3 + 1**, then press **#** to save your greeting

To **TOGGLE** your alternate greeting **ON** or **Off** from your phone

- Press the **Messages** button + **PIN + # + 4 + 1 + 2**

## Password Prompts

To **CHANGE** your password from your phone

- Press the **Messages** button + **PIN + # + 4 + 3 + 1**
- Enter your old PIN, then enter your new PIN
- Enter your new PIN once more to confirm

## Forwarding Calls to Voicemail

**Forward All Calls to Voicemail**

- Press the **Fwd All** soft key
- Press the **Messages** key

**Unforward All Calls from Voicemail**

- Press the **Fwd Off** soft key

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## Message Retention

The voicemail system will automatically delete old voicemails using the following rules:

- **New Messages:**  
*New* messages are voicemails that have not been listened to, or that have not been marked “read” through email. New messages will be left alone for seven (7) days, then will be reclassified as “saved.” You will received an email notification three (3) days before this occurs.
- **Saved Messages:**  
*Saved* messages are voicemails that have been listened to, or that have been marked “read” through email. Saved messages will be automatically moved to the Deleted Items folder after 365 days. You will received an email notification three (3) days before this occurs. If you wish to keep a message longer than this, you have several options. See the **Permanently Save a Voicemail** section in this document.
- **Deleted Messages:**  
*Deleted* messages are voicemails that you have deleted through the phone or through email and are in the Deleted Items folder. Deleted messages will be permanently deleted after seven (7) days.

## Unified Messaging


Voicemail can be retrieved using a phone and following the instructions on the previous page, and it will also be delivered to your email Inbox. Here are some tips explaining this functionality:

### **Listening to new messages:**

New messages will be delived as an email.

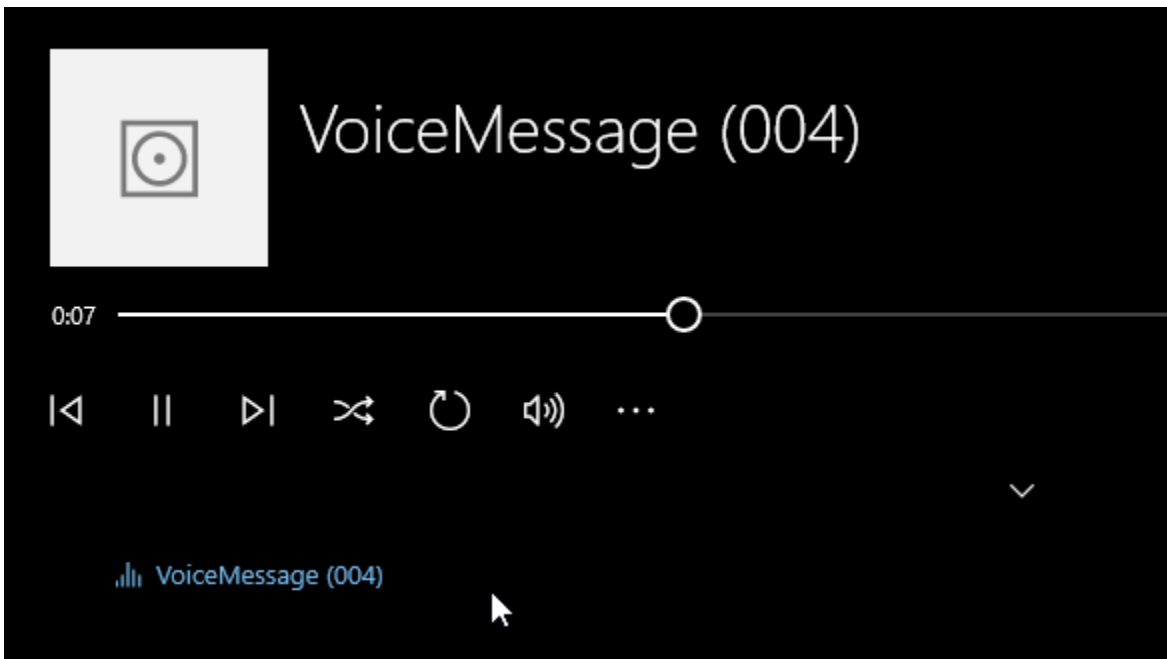
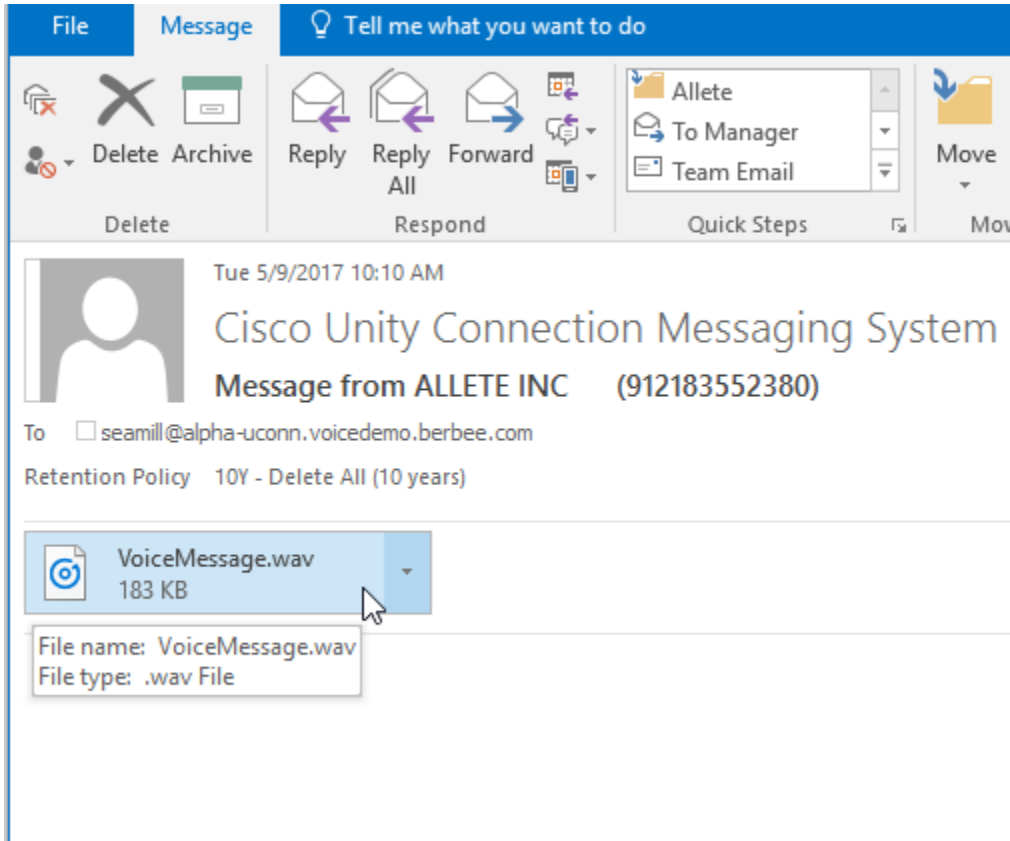
**Note** - *If the message is from an internal sender (someone else within Northwestern with voicemail), the message will display as from that sender. If the message is received from an external caller (from a phone not connected to the University’s phone system), the message will display as from “Cisco Unity Connection Messaging System”.*

A new message will look similar to the following:

All Unread Mentions		Search Allete	Current Folder	
FROM	SUBJECT	RECEIVED	SIZE	CATEGORIES
 Cisco Unity C... Message from ALLETE INC (912183552380)		Tue 5/9/2017 1...	192 KB	
Zach Calles (...)	Unity-Exchange Integration	Mon 5/8/2017 ...	59 KB	

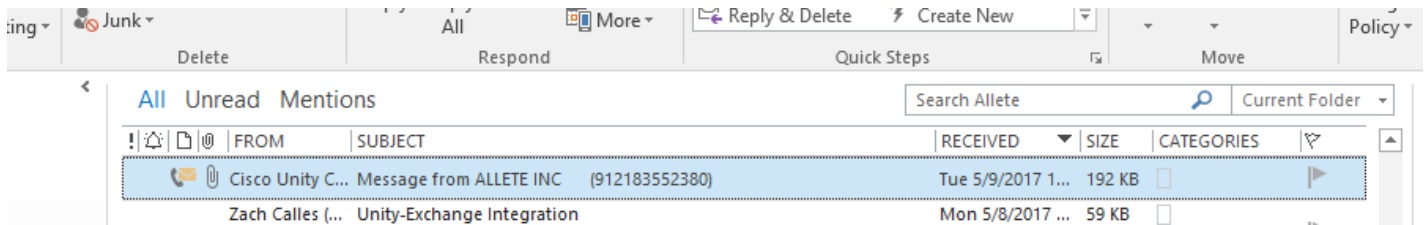
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If you open the message either by double clicking it or viewing it in the preview pane, you will see an attachment called *VoiceMessage.wav*. You can double click this attachment to listen to the voice message through your computer. See the example below:



Once email is read or listened to through the phone, the message will display as read:

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This will now be considered a *saved* message and the message waiting indicator (MWI) light on your phone will turn off.

## Permanently Save a Voicemail:

If you wish to permanently save a message, you have two options

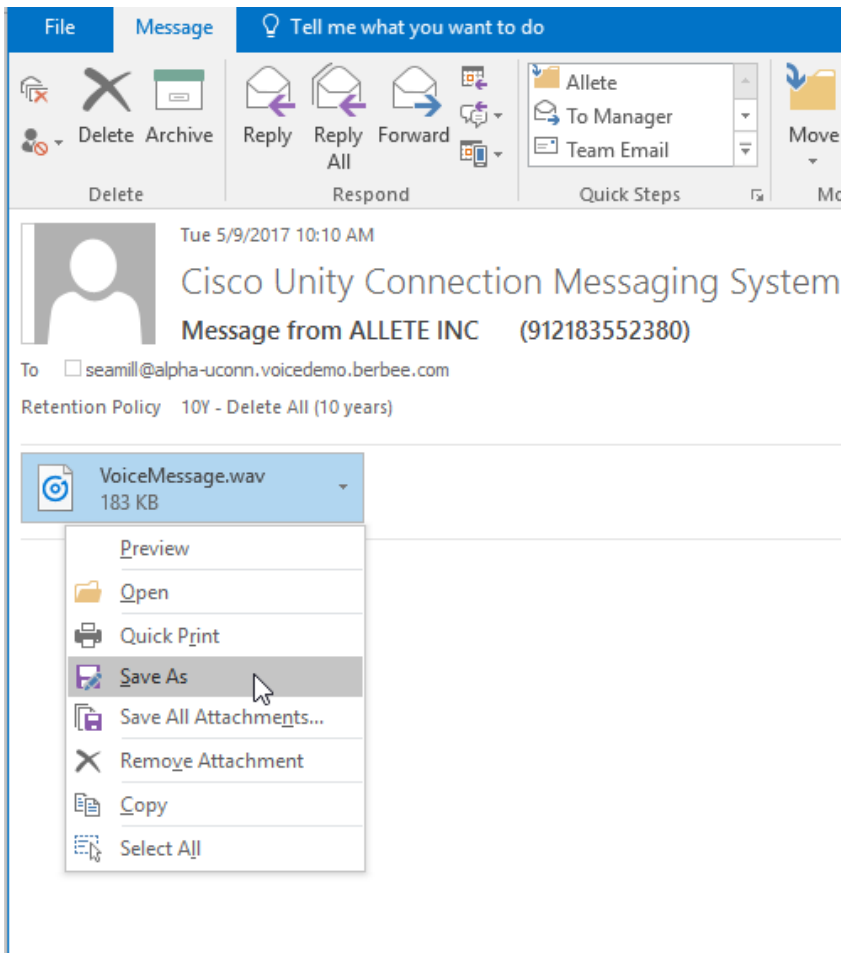
- Save the message locally (download it)
- Move the message to an Outlook folder NOT under the *Inbox*.

The Unity message aging rules only apply to the *Inbox* and the *Deleted Items* folders.

### *Save a Message Locally*

To save a message locally, open it either by double-clicking it or viewing it in the preview pane. *Right-Click* on the message and choose *Save As*. You can then navigate through Windows Explorer to save the message in the folder of your choosing on your computer.

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## Move a Message

To move the message to an Outlook folder NOT under the *Inbox*, you will need to create a new Outlook folder that appears in the main folder list alongside, but not under *Inbox*. Then drag the message to this folder. The example below illustrates a folder called *Voicemail* outside of the *Inbox*.

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