YOUNGSTOWN CITY SCHOOLS
UNITY VOICEMAIL USER GUIDE

LOG INTO YOUR MAILBOX

FROM YOUR OWN EXTENSION
Press \[ \text{Messages} \] key
Enter PASSWORD
Press #

FROM ANOTHER EXTENSION
Press \[ \text{Messages} \] key
Press *
Enter ID (mailbox number)
Press #
Enter PASSWORD

FROM AN OUTSIDE LINE
Dial the voicemail number 330.744.8500
Press *
Enter ID (extension or mailbox number)
Press #
Enter PASSWORD

(voxmail number - extension 8500)

PLAYING YOUR MESSAGES

To Listen to New or Existing Messages
Log on to voicemail
1 to hear New messages
3 to review Old messages

While LISTENING to Current Message
PRESS:
1 to Repeat the message
2 to Save the message
3 to Delete the message
5 to change the Volume
7 to Backup in the current message
8 to Pause or to resume after a pause
9 to Fast-Forward to the end of the message

After Hearing the Current Message
PRESS:
4 to Reply to the message
5 to Forward the message
6 to Mark as a New message
7 to Reverse
8 to send an E-mail or Fax
9 to Hear Summary

SETTING UP YOUR MAILBOX

1. Use instructions (left column) to LOG IN.
2. Your temporary password will be 159357
3. You will hear “Welcome to Unity”.
4. You Will Be Prompted To:
   • Record your NAME (first and last)
   • Record a PERSONAL GREETING
   • Change your PASSWORD.

To Record Your Name
1. At the tone, “Say Your First And Last Name”
2. Press #
3. If you like the recording, press # to accept

To Record Your Standard Greeting
1. When prompted, press 1
2. At the tone, “Record Your Greeting”
3. Press #
   • To Erase and re-record, press 1
4. To Accept, press #

To Change Your Password
• Enter your new password (minimum 4 digits)
• Enter the new password Again

To Change Your Directory Listing Status
• Press 1 to change your listing status,
• or press # to keep your current status.

To Exit Mailbox Set-Up
• “You have finished Enrollment”
• Press * to Exit and return to the main menu

TRANSFER A CALLER TO VOICEMAIL

To Transfer a Caller Directly to a Voicemail Box
1. Press the TRNSF... softkey
2. Press *
3. Enter the MAILBOX number
4. Press the TRNSF... softkey

FORWARDING YOUR CALLS TO VOICEMAIL

Forward Your Calls Directly into Your Mailbox
1. No dial tone. Press the CFwdALL softkey
2. Press the MESSAGES key

To Remove Call Forward:
• Press the CFwdALL softkey
CHANGING PERSONAL SETTINGS OR GREETINGS

To Change Your Password
1. Log on to voicemail
2. Press 4 - 3 - 1
3. Enter new password
4. Press #
5. Enter new password again to confirm
6. Press #

To Re-Recorded Available Greetings
1. Log on to voicemail
2. Press 4 - 1 - 1
3. Listen to current greeting
4. To re-record your greeting, press 1
5. To end recording, press #

OR

Press 3 to record a Different Greeting. Choose the greeting (Standard, Closed, or Alternate), then re-record it.

To Enable or Disable a Greeting
1. Log on to voicemail
2. Press 4 - 1 - 1
3. After Unity plays your current greeting, press 2 to enable or disable your alternate greeting.
   The alternate greeting becomes the default greeting.

To Change Your Recorded Name
1. Log on to voicemail
2. Press 4 - 3 - 2
3. At the tone, “Record Your Name”

To Change Your Directory Listing Status
1. Log on to voicemail
2. Press 4 - 3 - 3
3. Press 1 to change your listing status
4. Press # to keep your current status

To Change the Conversation Menus
1. Log on to voicemail
2. Press 4 - 2 - 3
To change between full or brief prompts
   Press 1

SHORTCUTS

* to cancel or back up to a previous menu
# to skip or move ahead
# to skip a user's greeting
# # to switch between alpha & numeric.

COMPOSING MESSAGES

To Record and Send an Internal Message
1. Log on to voicemail
2. Press 2
3. Address the message by following prompts.
   # # to switch between spelling & numbers
4. Press 1 to add another mailbox number

To Record the Message PRESS:
7 to Record message
8 to Pause or resume the recording
# to End the recording
# to Send
1 Message Options

Message Options PRESS:
4 to Review the message
2 to change the Recording
1 to change Addressing
3 to set Special Delivery Option

Special Delivery Option - PRESS:
1 to mark the message Urgent
2 for Receipt Acknowledgment
3 to mark the message Private
4 for Future Delivery

TO SEND press #

PRIVATE LIST

1. Log on to voicemail
2. Press 4 - 2 - 4 - 2
3. Choose a Private List number from (1 - 20)
   *Press ## to switch to number entries
4. Enter Mailbox Number, press #
5. # Again, after each entry to accept the entry
   *Repeat the process to add more names (mailboxes or members)
6. Press * to Stop adding names (mailboxes or members) to the Private List
7. Follow prompts to:
   • To Record A Name For The List
   • To Change the Private List Name Itself
   • To Change the Members of a Private List