

VOICE MESSAGING BASICS

You may interact with your Voice Messaging Service from any Touch-Tone™ telephone. You can receive messages 24 hours a day, 7 days a week.

LOGGING IN TO UNITY VOICE MAIL

On-Campus and on your own phone:

Press the **Messages** key, or dial **x62222**

Enter your password, press the **#** key

On-Campus and at another phone:

Press the **Messages** key, or dial **x62222**

Press the ***** key

You will be prompted to "enter your ID"
(*your ID is your extension number or mailbox number*)

Enter your 5-digit number

Press the **#** key

You will be prompted to "enter your password"

Enter your password, press the **#** key

Off-Campus:

Dial **781-736-2222**

Press the ***** key

You will be prompted to "enter your ID"
(*your ID is your extension number or mailbox number*)

Enter your 5-digit number

Press the **#** key

You will be prompted to "enter your password"

Enter your password, press the **#** key

RETRIEVING YOUR MESSAGES

After logging in, (See **LOGGING IN TO UNITY VOICE MAIL**), the system will tell you how many new and saved messages are in your mailbox.

To listen to your new messages:

Press **1** and follow playback instructions

To review your saved messages:

Press **3** and follow playback instructions

PROMPTS AND COMMANDS

Verbal prompts lead you through the voice mail options and tell you what keys to press for specific voice mail features and functions.

You can use these keys **ANYTIME**.

***** = Cancel or Back up

0 = Help

Use these keys when listening to the **MAIN MENU**:

1 = Hear new messages

2 = Send a message

3 = Review old messages

4 = Change setup options

4-1-1 = Change greetings

4-1-2 = Turn on/off alternate greeting

4-2-3 = Choose full or brief menus

4-3-1 = Change Unity password

4-3-2 = Change recorded name

Use these keys **WHEN LISTENING TO A MESSAGE**

1 = Repeat message

2, #2 = Save message

3, #3 = Delete message

4 = Slow message down

#4 = Skip & reply to subscriber

#42 = Skip & reply to all subscribers

#44 = Skip & call subscriber

#5 = Skip & forward message

6 = Speed message up

RETRIEVING YOUR MESSAGES (cont.)

#6 = Skip & mark as new message
7 = Rewind message (5 seconds)
8 = Pause/resume
9 = Fast-forward (5 seconds)
#9 = Skip & play message properties
= Fast-forward to end
= Skip & save as is

Use these keys **AFTER LISTENING TO A MESSAGE**

1 = Repeat message

2 = Save message

3 = Delete

4 = Reply

42 = Reply to all

44 = Call the subscriber

5 = Forward message

6 = Mark as new message

7 = Rewind message (5 seconds)

9 = Play message properties

= Save as is

FOR MORE INFORMATION

Visit ITS/Telecommunications on the web at: www.brandeis.edu/its/phones or contact us by email at itsvoice@brandeis.edu.

The most current version of this Guide is available at www.brandeis.edu/its/phones.

SENDING MESSAGES

You may record and send messages to other voicemail users and to your private lists.

After logging into UNITY Mail, Press **2**
Press **##** to switch between spelling mode and number mode, *or*
Enter the number of a private list, press **#**
To add additional names, press **# 1**, then follow playback instructions.

You will be prompted to select an option:

Press **1** to change address
Press **2** to change recording
Press **3** for special delivery
Press **4** to review message
Press **#** to send
Press ***** to exit and cancel

After recording the message, you will be prompted to use these same keys again to modify, send or cancel the message.

CREATING PRIVATE LISTS

After logging into UNITY Mail:

Press **4-2-4**
Press **0** for help in creating a list(s)
Press **1** to hear your private list(s)
Press **2** to change or create the names on a private list

The system will prompt you to choose a list number from 1 to 20, then follow instructions.

EXPRESS MESSAGING

To leave a message in someone's mailbox without ringing his/her phone:

On-Campus:

Dial ***7** + the 5-digit number
Wait for greeting, and leave the message

Off-Campus:

Dial **781-736-2222**
When you hear the greeting, enter the person's 5-digit number, then press **#2** immediately after entering it

FIRST TIME USERS

When you are logging into the system for the first time use the default password (assigned by ITS).

The following three steps are required to activate your voicemail box:

You will be prompted to record your name
Then, to record your greeting
Then, to change your password
Your new password must be 5 - 10 digits long.

CHANGING YOUR PASSWORD

After logging into UNITY Voice Mail:

Press **4-3-1**
Enter your new password
Press the **#** key
Re-enter new password
Press the **#** key

CHANGING YOUR RECORDED NAME

After logging into UNITY Mail:

Press **4-3-2**
To keep your current recorded name:
Press the ***** key
To change your recorded name:
Wait for tone
Record your first and last name
To end the recording, press the **#** key

CHANGING YOUR GREETING

After logging into UNITY Mail:

Press **4-1-1**
Select the greeting type:
Press **1** to record the main greeting
Press **2** to turn on/off the alternate greeting
Press **3** to edit other greetings, Standard or Alternate
(Busy, Internal and Closed greetings can be activated by ITS)
Press **4** to hear all greetings
Follow prompts to record your greeting
Press the **#** key

Note: Press **1** to replay your recorded greeting



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Unity Voicemail User Guide

UNITY Voicemail Access Numbers

On-campus: x62222
Off-campus: 781-736-2222

UNITY ID
(It is your 5-digit extension or mailbox number)