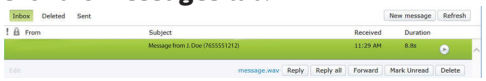
UNITY CONNECTION WEB INTERFACE

SIGN IN TO UNITY OVER THE WEB

1. Open the **Unity Connection Global Access Portal** at: *http://voicemail.voip.purdue.edu*
2. In the Username field, enter your **Purdue user ID**.
3. In the Password field, enter your **Purdue career account password**.
4. Click the **Sign In** button.

PLAYING A MESSAGE USING THE WEB

1. Click the **Messages** tab.



2. At the bottom of the Inbox, click the **Phone or Computer** button to select which device you will use for recording and playing voicemail messages. When the Phone is selected, put your **10-digit extension number** in the box next to phone.
3. Click a **message** from the Inbox to select it.
4. Click the **Play** button. The voicemail message will play on your computer or your phone will ring and the message will play when you answer the phone.
5. Click **Play** button in green bar to replay the message from that point.

SENDING, REPLYING, & FORWARDING

You can send voice messages to Cisco Unity Connection users, private distribution lists that you create and system distribution lists.

1. For best voice quality, click the **Phone** button in the lower right corner of the Inbox.
2. Click the **New Message** button or select a **message** and then click the **Reply**, **Reply all** or **Forward** button.
3. In the To, Cc or Bcc fields, begin typing a **recipient name**, **the name of one of your Private Distribution lists** or a **system distribution list**. As you type, a list of possible matches appears. Click the **name you want to add**. Voicemail recipients are separated with semicolons (;).

4. [OPTIONAL] Add or modify the **Subject**.
5. [OPTIONAL] Check **delivery options** as needed:
   - Urgent
   - Private
   - Read Receipt

TO RECORD A MESSAGE

1. Click the **Start Recording** button.
2. If you selected to manage your messages over the phone, pick up the phone when it rings and **record your message** using the headset or handset. Otherwise record the message over the computer's microphone or a USB headset.
3. Click the **Stop Recording** button when your message is complete.
4. [OPTIONAL] Click the **Play Recording** button to listen to the message.
5. [OPTIONAL] Press the **Start Recording** button to re-record your message, if you wish.
6. When you are satisfied, click the **Send button**.

VISUAL VOICEMAIL

View a list of messages on the display screen of your phone. Play, delete, forward, and save messages without having to dial into your box.
Available only on 8900 models.

ACCESSING VISUAL VOICEMAIL

1. Press the **Messages** button on your Cisco IP Phone.
2. Toggle to highlight **Visual Voicemail**.
3. Press the **center Select** button in the navigation pad or the **Open** softkey.
4. Enter the **number PIN** for your voicemail account.
5. Press **#** (pound) or the **Sign In** softkey.

Visual Voicemail displays a list of your voice messages.

PLAYING MESSAGES

1. Use the navigation pad to **highlight** the message you want to play.
2. To play the message, press the **Play** softkey or press the **center Select** button in the navigation pad.
3. To avoid disturbing others when you listen to a message, wait until the call session button is green, then pick up the handset. Press the **> Play** button.
4. To delete, press the **Delete** softkey.

Unified COMMUNICATIONS
talk ▪ message ▪ chat
video ▪ conferencing

Voicemail Access Number: 45111

MANAGING MESSAGES

From YOUR Phone

From ANOTHER USER'S Phone

From ANY OFF CAMPUS Phone

From THE WEB

WELCOME TO PURDUE UNIVERSITY'S UNITY CONNECTION VOICEMAIL

This system allows you to listen to your voicemail from your office phone, from another user's phone, off campus network phone, and by using the visual voicemail feature.

Voicemail access # **45111**.

QUICK VOICEMAIL SET UP

1. Press the **Messages button** on your Cisco IP Phone.
2. Press **softkey Open**
3. Enter your **initial PIN number 12345**, then press **#** (pound).
4. The "Welcome" tutorial will start where you will **record a first/last name.** Press **#**.
5. Use the standard greeting with your name or personalize by pressing **1** to **record a greeting**, then **#** to save.
6. Change your PIN, **confirm** and Press **#**.

SIGN IN TO UNITY CONNECTION FROM YOUR PHONE

1. **Press** the **Messages** button on your Cisco IP Phone.
2. **Enter** your **PIN number** then press **#** (pound).
3. Follow the prompts to listen and manage your messages.

To forward all calls to voicemail, use 45111.

COMMON VOICEMAIL COMMANDS

Commands	Action Key(s)
Play messages	1
Save message	2
Delete messages	3
Change greeting	4 11
Change PIN	4 3 1
Change recorded name	4 3 2

DURING MESSAGE MENU COMMANDS:

Commands	Action Key(s)
Restart message	1
Play message by number	12
Play previous message	14
Play next message	16
Save	2
Delete	3
Reply	4
Reply to all	42
Return call to sender	44
Forward message	5
Slow playback	64
Fast playback	66
Change volume	65
Reset volume to default level	63
Rewind message	7
Pause or resume	8
Fast-forward	9
Fast-forward to end	17
Play last message	19

AFTER MESSAGE MENU COMMANDS:

Commands	Action Key(s)
Replay message	1
Play previous message	14
Play next message	16
Play first message	17
Play last message	19
Delete	3
Reply	4
Reply to all	42
Call the sender (Available only to Unity Users)	44
Forward message	5

SIGN IN TO UNITY CONNECTION OFF CAMPUS

1. To retrieve your Unity Connection voicemail messages from any phone outside the Purdue network, you have two choices:

CALL YOUR OWN PURDUE PHONE NUMBER

1. When your greeting begins to play, press the *** (star) button.**
2. When prompted, enter your **10-digit Purdue number**, then **#** (pound).
3. **Enter** your **Unity Connection PIN**, followed by **#** (pound).

OR

CALL 494-5111

When voicemail answers, you will be asked to **enter** your **10-digit phone number**, then **#**. Next, **enter** your **PIN,** followed by **#** (pound). Note: if you have single number reach using your cell phone, you will only enter your **PIN**, followed by **#** (pound).

SIGN IN TO UNITY CONNECTION FROM ANOTHER USER'S PHONE

1. **Press** the **Messages** button on the user's phone.
2. **Press** the ***** (star) key to identify yourself as an alternate user.
3. **Enter** your **10 digit extension number** when prompted for your mailbox ID, then **press #** (pound). (765-49X-XXXX)
4. **Enter** your **Unity Connection PIN**, then **press #** (pound).
5. Follow the prompts to listen and manage your messages.

PURDUE UNIVERSITY

EA/EOU