




## YOUNGSTOWN CITY SCHOOLS UNITY VOICEMAIL USER GUIDE

### LOG INTO YOUR MAILBOX

#### ➤ FROM YOUR OWN EXTENSION

Press  the **MESSAGES** key  
Enter **PASSWORD**  
Press **#**

#### ➤ FROM ANOTHER EXTENSION

Press  the **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**

(voicemail 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:

- # 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/ 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**