


# Getting Started – Cisco Unity Voicemail

## Initial Setup of Cisco Unity

**Cisco Unity Enrollment:** The **Initial Setup** MUST be performed from a telephone.

### To enroll from your Desk Telephone

- 1a. Press the “Messages” or  voicemail button on your phone.
- 2a. Enter your temporary PIN followed by #.
- 3a. Record your name and press # to save.
- 4a. Save standard greeting by pressing # or record new greeting by pressing 1.
- 5a. You will now be prompted to create your “NEW” PIN (must be a minimum of 4 digits). Press # to save.
- 6a. Listen to the instructions and follow prompts to complete enrollment.
- 7a. Confirm settings are successful by leaving yourself a voicemail, confirm your new PIN followed by # works. Open email (MS Outlook) to view voicemails in your Inbox.

### To enroll while Off-Campus

- 1b. Dial your desk phone number OR dial (410) 706-7300 followed by \*.
- 2b. Enter your 5-digit extension followed by #.
- 3b. Continue to Step # 2a above.

Note: Until you enroll with Cisco Unity, callers will hear a generic greeting.

## Retrieving voicemails from the old voicemail system (AVST)

- If you were previously setup for Unified Messaging (received a copy of voicemails in emails), your old voicemails will still reside in your Inbox (MS Outlook), - if you have not previously deleted them from your email.
- Voicemails left on the old system will be accessible for 30 days. To access your “old” voicemails please dial extension 6-8000 from your desk phone and use your **OLD** password.

## Why Cisco Unity?

UMB has standardized on Cisco products for its telephony solution. Cisco Unity is tightly integrated with Cisco Call Manager (UMB’s telephone system) making it the best replacement solution for the current aging and unsupported voicemail system (AVST).

## What are Call Handlers?

If the phone extensions in your school or department have menus, you have Call Handlers. (i.e. Press 1: Admissions, Press 2: Dean’s Office and so on.)

- Call Handlers accessed in the last 90 days will automatically get moved from the old voicemail system (AVST) to the new voicemail system (Cisco Unity).
- If you would like to update or re-record your Call Handlers, please contact us.

## What’s New?

- By default: Everyone gets Unified Messaging (a copy of voicemails are forwarded to your email (MS Outlook).
  - An extension (i.e. 6xxxx) can have voicemails sent to 1 email (i.e. xxxxxx@umaryland.edu).
- Enhanced Caller ID features.
- (<https://umaryland.edu/myphone>, on-line portal access to update basic settings and view voicemails.

### For More Information:

#### Website:

<https://www.umaryland.edu/cits/services/campus-telephone-service/>

**Contact Us:** [help@umaryland.edu](mailto:help@umaryland.edu)