Voicemail at Canisius University (Cisco Unity Connection)

Accessing Voicemail:

From your desk phone:

Dial 7700, or press the messages button (the button that looks like an envelope, a tape, or is labeled "msgs")

From another phone on campus:

Dial *1050. Once Unity Connection answers, press the * key. You will then be prompted to enter your ID (which is your 4 digit extension), and then your PIN.

From off campus:

Call 716-888-7700

Once Unity Connection answers, press the * key. You will then be prompted to enter your ID (which is your 4 digit extension), and then your PIN.

Self-enrollment Process:

The first time you access your voicemail, you will be asked to complete a self-enrollment process. To complete the self-enrollment process:

Follow the directions to the left to access the voicemail system. Your default PIN was sent to you via email. During the self-enrollment process, you will be prompted to:

- Record your name
- Record your standard greeting
- Change your PIN (Your new PIN must contain a minimum of 4 digits)
- List yourself in the directory

The voicemail system will guide you through the process – simply follow its instructions.

New voicemail indication:

When you have new voicemail, the red light on your phone will illuminate.

If you would prefer to receive your voicemail messages as a .wav attachment sent to your email, please send an email with that request to helpdesk@canisius.edu

Alternate greeting:

If you are going to be out of the office, consider setting up an alternate greeting with this information. Please see the next page for instructions to edit your other greetings. You can also set an end date for your alternate greeting so you don't have to worry about reverting to the standard greeting upon your return.

Quota:

You will receive a warning message from the voicemail system when you are approaching your quota.

Leaving voicemail for another university employee:

If you are leaving a message for another employee and want to rerecord or cancel the message before you hang up, you can do so.

Press the * key while leaving your message. You will then receive the following options:

Action	Key(s)
Send the message	#
Play the message	3
Rerecord the message	4
Add to the message	5
Discard the message	6

Commonly Used Commands

Main Menu

While listening to the Main menu, press:

Action	Key(s)
Hear new messages	1
Send a message	2
Review saved messages	3 1
Review deleted messages	3 2
Change setup options	4
Change greetings	4 1
Turn alternate greeting on or off	4 1 2
Edit other greetings	4 1 3
Select full or brief menus	4 2 3
Change PIN	4 3 1
Change recorded name	4 3 2

During Message Menu

While listening to a message, press:

Action	Key(s)
Restart message	1
Play previous message	1 4
Play next message	1 6
Save	2
Delete	3
Decrease playback speed	4
Increase playback speed	6
Pause/Resume	8
Fast-forward	9
Fast-forward to end of message	#
Cancel	*

After Message Menu

After listening to a message, press:

Action	Key(s)
Repeat	1
Play previous message	1 4
Play next message	1 6
Save	2
Delete	3
Reply	4
Forward message	5
Mark New	6
Skip Back	7
Message Properties	9
Cancel Playing Messages	*
Save as is	#

Send a Message Menu

After recording and addressing a message, press:

Action	Key(s)
Send Message	#
Add name	9 1
Mark message urgent	1
Request return receipt	2
Mark message private	3
Set future delivery	4
Review recording	5
Rerecord	6
Add to the message	7
Review/delete names	9 2
Copy self	9 5
Cancel message	*