



PENNSTATE



VoIP Telephone Features & Voicemail: Unity Voice Mail

Training Manual

Version 11/8/2012

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Unity Voice Mail System Training Manual

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Unity Voice Mail System Training Manual

Objectives

You will learn how to:

- Set up your Unity voice mailbox.
- Listen to and manage new and saved messages.
- Make changes to and use voice mailbox settings and features.

Introduction

The exercises provided on the following pages will help you set up your voice mailbox for the first time and effectively use and customize the Unity voice mail system afterward. A flowchart of all the commands that you may need to use is provided on page 3 as a job aid to assist you after you have completed using this training manual or attending a seminar.

For some of the exercises in this manual, you will need to have voice mail messages in your voice mailbox. You may either call your voice mail from someone else's telephone (with Unity voice mail) and leave a few messages or ask a co-worker or friend with Unity voice mail to call and leave a few messages for you.

Note: Mailbox size is limited by allocated disk space and amounts to approximately 30 minutes of stored messages. Three stages of user alerting takes place when the mailbox is approaching capacity: First warning is "The mailbox is getting full....clean house", Second is "the mailbox is nearly full and messages cannot be sent..." and finally "the mailbox is full and no messages can be sent or received".

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Applying Unity Voice Mail Features in the Workplace

There are several features that can help you use voice mail more productively in your workplace. These features are particularly useful for anyone responsible for checking a departmental or college voice mailbox that serves several users. Please be aware that these features only function when both parties have Unity voice mail accounts. The table below explains each feature, presents a scenario illustrating when it might be beneficial to use the feature, and lists the page number in this manual that provides details on performing the task to learn how to perform the task.

Action	What it does is...	Use it when...	On Page
Send a Message	Allows a user to place a newly recorded message in another user's voice mailbox without ringing the other user's phone.	<p>You know the person you need to give some information to is a talker and you don't want to be rude, but you don't have time to chat, send a message instead.</p> <p>You know the person is out of the office, just send them a message instead of calling.</p>	14
Using Private Distribution Lists	Allows users to create a group of voice message recipients. When a voice message is sent to a private list, all of the recipients on the list receive the same message without the user having to make separate phone calls.	<p>You unable to send an email message to your group of people.</p> <p>You want to make sure that a group of people hear your message including the emotions behind it, but you cannot call everyone into a meeting at the same time. An example of this might be a motivational address to a department from management.</p>	17
Reply to a Message	Allows a Unity Voicemail recipient to reply by sending their response directly to the Unity voicemail box of the original sender. Please be aware that the original message will not be sent with the reply.	<p>If you really don't need to talk to the person who left you a voice mail, just reply directly to their voice mail message.</p> <p>You need to save time and have a lot of messages to return. You can reply to the messages as you go.</p>	13

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Applying Unity Voice Mail Features in the Workplace

Action	What it does is...	Use it when...	On Page
Forward a Message with or without Comments	Allows a user to simply move a message from their own voice mailbox to someone else's mailbox in the Unity voice mail system. The user may or may not chose to attach a recorded comment or not.	<p>Your main line is used to capture messages for your department, but everyone also has voice mail of their own. For example a receptionist, Call Center or a Help Desk might sort all incoming , but when all lines are busy, voice mail kicks in. If you are the person checking that voice mail, you can simply forward the voice mail message into the correct person's voice mailbox. In this case, a comment would not be necessary.</p> <p>A message was left in the wrong voice mailbox, you can forward it to the correct person with a comment that it was left in your box by mistake.</p> <p>You need to make sure that someone else hears the exact message.</p>	12

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Applying Unity Voice Mail Features in the Workplace

Action	What it does is...	Use it when...	On Page
Use Your Alternate Greeting	Plays to indicate special circumstances, such as when you are on vacation. It will not allow callers to leave a message. The alternate greeting overrides all other greetings when it is enabled.	You are going on vacation and do not want callers to be able to leave a message. You do want callers to know that you are away and that someone else may be able to assist them in your absence. You can change your greeting to your alternate greeting which provides the correct information. When you return you may change it back to your standard greeting which allows callers to leave a message for you.	16
Change Playback Speed	Allows a message recipient to adjust the speed of the message as it plays. You can speed up or slow down a message.	<p>You missed part of a long message and don't want to listen to the entire message again. You can speed up the message to get to the part that you missed.</p> <p>Someone has left you a message, but they talk very fast and you've missed half the message. You can slow down the message and listen to it carefully.</p>	21

LISTENING TO MESSAGES

1

New messages

- 1 Repeat
- 2 Save
- 3 Delete
- 4 Slow Playback
- 5 Change Volume
- 6 Fast Playback
- 7 Rewind
- 8 Pause/Resume
- 9 Fast Forward to end
- * Cancel or Backup
- # Skip or Move Ahead

During Message

- 1 Repeat
- 2 Save
- 3 Delete
- 4 Reply
- 5 Forward
- 6 Save as New
- 7 Rewind
- 8 Deliver an Email or Fax*
- 9 Play Message Summary
- Hang up to Exit

After Message

- Record Reply amt:
Send
- 1 Message Options
- 1 Change Addressing
- 2 Change Recording
- 3 Set Special Delivery
- 4 Review Message
- 1 Urgent Message
- 2 Return Receipt
- 3 Mark Private
- 4 Future Delivery
- # Send Message

- # Send
- 1 Message Options
- 2 Cover Comments

- 1 Change Addressing
- 2 Change Recording
- 3 Set Special Delivery
- 4 Review Message

SENDING MESSAGES

2

Make a Message

- Record & Send a Message
to record message at the beep
- # Send
- 1 Message Options
- 1 Urgent Message
- 2 Return Receipt
- 3 Mark Private
- 4 Future Delivery
- # Send Message

- Record & Send a Message Using a Private List
- Enter the number (1-20) of the Private List
- # to record message at the beep
- 1 to add another name or list
- # Send
- 1 Message Options
- 1 Change Addressing
- 2 Change Recording
- 3 Set Special Delivery
- 4 Review Message
- 1 Urgent Message
- 2 Return Receipt
- 3 Mark Private
- 4 Future Delivery
- # Send Message

SETUP OPTIONS

4

Setup Options

- 1 Greetings
- 1 Change Greetings
- 2 Call Transfer*
- 1 Record Greeting
- 2 On/Off Alternate Greeting
- 3 Edit other Greeting
- 4 Hear Greetings
- 2 Message Settings
- 1 Change Notification*
- 2 Change Fax Delivery*
- 3 Change Message Playback*
- 4 Edit Private Lists
- 1 Hear Lists
- 2 Change Names on List
- 1 Add a Name
- 2 Hear the Names in the List
- 3 Remove a Name
- # Switch between Spelling Mode and Number Mode
- 3 Personal Settings
- 1 Change Password
- 2 Change Name
- 3 Change Directory Listing*

To Toggle between Name and Number Mode: ##

* Currently not supported

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Objective: Set Up Your Unity Voice Mailbox

When setting up your voice mailbox for the first time, record your name, record a personal greeting and select a password. To get started, dial the Unity access number (5-4090) or press the Messages feature button on your phone. Listen to the voice prompts and follow the instructions provided. *(Note: For users with multiple lines, press your line and then either call 5-4090 or press the Messages feature button to access the voice mailbox for that number.)*

1. Listen to the prompt and enter your ID followed by pound (#).

(Note: Your ID is the last 5-digits of your phone number.)

2. Listen to the prompt and enter 1234-the default password.

(Note: You will be asked to change this password at the end of the set-up process.)

3. Listen for the Welcome Message and follow the prompts to continue setting up your voice mailbox or press star (*) to exit the Unity voice mail system.

4. Listen to the prompt and record your first and last name at the beep.

(Note: The recording identifies you to other Unity voice mail users and lets others know who has left a message. You will have a chance to record your name again if you are unhappy with the original recording.)

After you have recorded your name for the first time, you will hear, “Your recorded name is *Your Name*.”

- To keep the current recorded name again, press the pound sign (#).
- To record your name again, say your first and last name at the tone.
- You can repeat this process until you are satisfied with the recording. When you are satisfied, press the pound sign (#).

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Set Up Your Unity Voice Mailbox continued

5. **Listen to the prompt and record your Personal Greeting.** *(Please Note: When a caller cannot reach you, the caller will be transferred into your voice mailbox where your personal greeting provides instructions on what to do.)* You can customize your greeting to say whatever you feel is appropriate. You can record this message as many times as necessary. The default standard greeting is: “Sorry, *Jane Smith* is not available.” Your name is provided by the name that you recorded earlier in the set-up process.

Follow the instructions below to record your personal greeting.

- Listen to the prompts and record your standard greeting at the beep.
 - To re-record your greeting, press 1.
 - To keep it and continue, press the pound sign (#).
6. The last step in the set up process is to **change your default password**. A password protects the privacy of your messages. Use a password that is easy for you to remember, but difficult for others to figure out. Your password must be at least 4-digits long. For extra security, you will be asked to change your password once per year. *(Note: Sharing passwords is against University policy AD-20.)*

Follow the instructions below to set your new password.

- Listen to the prompts and enter your new password, then press pound (#).
 - Confirm your new password by entering it again, and pressing pound (#).
 - At this point, your new password is active.
 - If you forget your password, contact the NOC by calling 5-4662.
7. You have completed the set up process. Press star (*) to exit or just hang up.

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Important Note: Set up for Exercises

To complete the remaining exercises in this manual, you will need to either call your voice mail from another telephone with Unity voice mail and leave three short messages or ask a co-worker or friend to call and leave the messages. To get the most out of the exercises, please make sure that the people leaving the messages are also Unity voice mail users, otherwise, you will not be able to do some of the exercises effectively. Please have a few phone numbers ready to call when learning how to forward and send messages. Make sure these numbers have Unity voice mail capabilities as well, and be sure to inform the owners of those phone numbers' about the voicemail exercises for which you will be using them. Use the message text provided below to eliminate confusion.

1. Call your phone number or have someone else call you. Make sure that you don't answer the phone.
2. Leave a message similar to the one provided below.
3. Repeat until you have three messages in your voice mailbox.

Message Text:

Thank you for helping me learn how to use some of the features of the Unity voice mail system.

To get started:

1. Dial the Unity access number (5-4090) or press the Messages feature button on your phone.
2. Enter your password.

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Objective: Learn how to listen to and manage your voice mail messages.

Messages are left by callers or sent to users by other callers of the Unity voice mail system. When you receive a new message, the Unity voice mail system will alert you. The voice mail indicator on your phone's handset will glow a solid red and a small envelope icon will be displayed beside the phone number that has a message waiting. When you log into your voice mailbox, a message will tell you how many new and saved messages you have waiting. If you have new messages, you will be placed in the new messages queue. If you don't have any messages, but have saved messages the saved messages queue will be active.

Practice Exercise: Listen to and Save New Messages

1. Press 1 to hear new messages.
2. After listening, press 2 to Save the message.
3. Exit your voice mailbox by hanging up.

Use the following during a message:

Press 1-Restart message

Press 2-Save

Press 3-Delete

Press 4-Slow playback

Press 5-Change volume

Press 6-Fast Playback

Press 7-Rewind

Press 8-Pause or Resume

Press 9-Fast forward to end

Press *-Cancel or back up

Press #-Skip or move ahead

Use the following after a message:

Press 1-Replay message

Press 2-Save

Press 3-Delete

Press 4-Reply machine (fax option only)

Press 5-Forward message

Press 6-Save as new

Press 7-Rewind

Press 8-Deliver an e-mail or fax to a fax

Press 9-Play messages summary

Press *-Cancel or back up

Press #-Skip or move ahead

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Objective: Learn how to forward a message to one or more voice mail users.

The Unity voice mail system allows you to forward a message to another mailbox or to several mailboxes with recorded comments. *Please note: messages marked private cannot be forwarded.*

Practice Exercise: Forward a Message with Comments

1. Log in to your Unity voice mailbox.
2. Press 3 to listen to your saved message.
3. Press 5.
4. Follow the voice prompts to address the message. Press pound (#) twice to switch between spelling mode and number mode. *(Note: Spelling mode is not available at this point.)*
5. Press 2 to record your comments about the message and then press # to send the message.
6. Follow the voice prompts to handle the original message.
7. Exit your voice mailbox by hanging up.
8. Call the person and ask them to verify that you completed the task accurately. They should have a new message in their voice mailbox with a message from you attached.

Message Options

Press 1-Change addressing

Press 2-Change Recording

Press 3-Set Special Delivery

Press 1- Urgent Message

Press 2- Return Receipt

Press 3-Mark Private

Press 4-Future Delivery

Press #-Send Message

Press 4-Review message

Use these keys as you record:

Press 8-Pause or resume

Press #-End recording

Use these keys anytime

Press *-Cancel or backup

Press #-Skip or move ahead

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Objective: Learn how to reply to a message using the Unity voicemail system.

Practice Exercise: Reply to a Message

1. Log in to your Unity voice mailbox.
2. Press 3 to listen to your saved message.
3. Press 5.
4. Press 4.
5. Record your reply.
6. Press # to send the reply.
7. Follow the voice prompts to handle the original message.
8. Exit your voice mailbox by hanging up.
9. Call the person and ask them to verify that you completed the task accurately. They should have a new message in their voice mailbox from you.

Message Options

Press 1-Change addressing

Press 2-Change Recording

Press 3-Set Special Delivery

 Press 1- Urgent Message

 Press 2- Return Receipt

 Press 3-Mark Private

 Press 4-Future Delivery

 Press #-Send Message

Press 4-Review message

Use these keys as you record

Press 8- Pause or resume

Press #- End recording

Use these keys anytime

Press *- Cancel or back up

Press #- Skip or move ahead

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Objective: Learn how to record and send a message to Unity voice mail subscribers.

Practice Exercise: Record and Send a Message

1. Log in to your Unity voice mailbox.
2. Press 2 to make a message.
3. Follow the voice prompts to address the message. Press pound (#) twice to switch between spelling mode and number mode. *(Please note: Spelling mode is not available at this point.)*
 - Press pound (#) to record the message.
 - Record your message at the beep.
 - Press pound (#) to send the message.
4. Exit your voice mailbox by hanging up.

Message Options

Press 1- Change addressing

Press 2- Change recording

Press 3- Set special delivery

Then select type of special delivery:

Press 1- Urgent Message

Press 2- Return Receipt

Press 3- Mark Private

Press 4- Future Delivery

Press #- Send Message

Press 4- Review message

Unity Voice Mail System Training Manual

Objective: Understand the differences between the two types of greetings and the definitions of enabling and disabling.

Understanding Greetings

You can record two personal greetings that callers hear when you are not available to take calls. The Unity voice mail system plays the greeting that you have set. You can record your standard and alternate greetings and enable or disable your greetings from your phone.

Standard Greeting

This greeting generally plays during your work hours. The standard greeting plays unless it is overridden by the alternate greeting.

Alternate Greeting

This greeting plays to indicate special circumstances, such as when you are on vacation. The alternate greeting overrides all other greetings when it is enabled.

Enabling a greeting makes it available for the Unity voice mail system to play in the appropriate situations. (Your standard greeting is always enabled.)

Disabling a greeting makes it unavailable for the Unity voice mail system to play, but it does not erase the recording. (You cannot disable your standard greeting.)

Unity Voice Mail System Training Manual

Objective: Learn how to record and enable an alternate greeting.

Record or Change a Greeting

You can record and then change your greeting at any time.

Exercise: To Record or Change Greetings

1. Log in to your voice mailbox.
2. To record your alternate greeting, press 4 - 1 - 1 - 3 - 3
3. Exit your mailbox by hanging up.

Enabling or Disabling a Greeting

You can enable or disable only your alternate greeting by phone. When your alternate greeting is enabled, it overrides all other greetings.

Exercise: Enable and Disable an Alternate Greeting

1. Log in to your voice mailbox.
2. It will prompt you to press 4 - 1 - 2 to enable your alternate greeting.
3. Exit your mailbox by hanging up.
4. Call yourself to verify that you have successfully enabled your alternate greeting then hang up.
5. To disable your alternate greeting, log into your voice mailbox.
6. It will prompt you to press 4 - 1 - 2 to disable your alternate greeting.
7. Exit your mailbox by hanging up.

Use these keys anytime

Press *- Cancel or back up
Press #- Skip or move ahead

Use these keys as you record

Press 8- Pause or resume
Press #- End recording

Unity Voice Mail System Training Manual

Objective: Understand the differences between the two types of greetings and the definitions of enabling and disabling.

Understanding Personal Settings

Within the Unity voice mail system, most of the functions and features are standard, however, there are a few settings that can be customized or used to help you use voice mail more efficiently. These are called Personal Settings. Personal settings control the information about you as a subscriber on the Unity voicemail system as well as some of the choices you make for interaction with the Unity voice mail system. To learn how to change these settings, use the exercises on the next few pages.

Private Distribution List

Use private distribution lists to create your own groups of voice message recipients. When you address a voice message to one of your private lists, all of the recipients on the list receive the message. Unity voicemail system provides 20 empty lists for you to personalize.

Recorded name

Your recorded name plays with messages that you leave for other subscribers and identifies you in the Unity directory assistance. It also plays with any of your greetings that use system default recordings instead of your own recordings.

Unity Conversation Menus

You can hear either full or brief menus when you interact with Unity by phone. Full menus provide comprehensive instructions, and brief menus provide abbreviated versions of full menus.

Change Playback Speed

As you listen to a message by phone, you can adjust the speed of the message.

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Objective: Learn how to send a message to a private distribution list.

Practice Exercise: Send a Message to a Private Distribution List

1. Log in to your Unity voice mailbox.
2. Press 2 to make a message.
3. Follow the Unity voice prompts to address the message. Press pound (#) twice to switch between spelling mode and number mode. (*Please Note: spelling mode is not available at this time.*)
4. Follow the voice prompts to handle the original message.

Addressing Options

Press 1- Change addressing

Press 2- Change recording

Press 3- Set special delivery

Then select type of special delivery:

Press 1- Urgent Message

Press 2- Return Receipt

Press 3- Mark Private

Press 4- Future Delivery

Press #- Send Message

Press 4- Review message

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Objective: Learn how to create a private distribution list.

Practice Exercise: Create a Private Distribution List

1. Log in to your Unity voice mailbox.
3. Press 4 - 2 - 4 - 2.
4. Choose a number for one of your private distribution lists. The lists are numbered 1-20.
5. Press pound twice (##) to switch from spelling mode to number mode. *(Note: You cannot add users to a private distribution list by name at this point. You will need to use their 5-digit extension numbers.)*
6. Enter the first person's 5-digit extension number and press #.
7. Listen to the prompts to continue adding list members using the options below until you are done.
8. Exit your voice mailbox by hanging up.

Change Member Options

Press 1 - Add a name

Press 2 - Hear the names on the list

Press 3 - Remove a name from the list

Press 4 - Change list name

Press ## - Switch between spelling mode and number mode

Press * - Back up

Unity Voice Mail System Training Manual

Objective: Learn how to make changes to a private distribution list.

Exercise: Add or Change Members of a Private Distribution List

1. Log in to your Unity voice mailbox.
2. Press 4 - 2 - 4 - 2
3. Using the keypad, press the number corresponding to the private list that you want to modify. This will be a number between 1 and 20.
4. After the Unity voicemail system plays the name of the list, use the information provided in the Change Members Option box below to add or change the members.
5. Exit your mailbox by hanging up.

Exercise: Change the Name of a Private List

The name you enter and record for your private list is for verification purposes only. It plays so you can confirm that you have chosen the correct list during addressing or when making changes to the list.

1. Log in to your Unity voice mailbox.
2. Press 4 - 2 - 4 - 2
3. Using the keypad, press the number corresponding to the private list that you want to modify. This will be a number between 1 and 20.
4. Press 4 to record the name.
5. Exit your mailbox by hanging up.

Change Members Options

Press 1- Add a name

Press 2- Hear the names on the list

Press 3- Remove a name from the list

Press #- Switch between spelling mode and number mode

Unity Voice Mail System Training Manual

Objective: Learn how to change personal settings.

Change Your Recorded Name

Exercise: Change your recorded name

1. Log in to your Unity voice mailbox.
2. Press 4 - 3 - 2
3. At the tone, record your name, or press # to keep the current recording.
4. Exit your mailbox by hanging up.

Change Your Unity Conversation Menus

Exercise: Change your Unity Conversation Menus

1. Log in to your voice mailbox.
2. Press 4 - 2 - 3
3. At the prompt, press 1 to switch between full and brief menus.
4. Exit your mailbox by hanging up.

Change your Message Playback Speed

Exercise: Change the playback speed of messages

1. Log in to your voice mailbox.
2. Press 3 to listen to saved messages.
3. While the message is playing:
 - Press 4 once—Slows down playback
 - Press 4 again—Slows down playback even more
 - Press 6 once—Speeds up playback
 - Press 6 again—Speeds up playback even more
4. Exit your mailbox by hanging up.

Use these keys any time

Press *- Cancel or back up
Press #- Skip or move ahead

Use these keys as you record

Press 8- Pause or resume
Press #- End recording

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Contact Information

Contact the Networking Operations Center (NOC) at 5-4662 for problems accessing your Voice Mailbox including password locked out problems, lack of service issues, or unexpected service glitches.