

Montana State University - Billings

UNITY VOICE-MAIL INSTRUCTIONS

WELCOME!

You have been assigned a "Voice Mailbox" on your system. Your voice mailbox number is the last 4-digits of your phone number.

You may reach voice mail by calling: **(406) 657-2211** externally, or **2211** internally.

To initialize your mailbox dial 2211.

- Enter your ID number if required, then press #.
- Enter your **temporary password, 12345**. Hear, "Welcome to Unity".
- During the initial setup, you will be asked to **Record your name and set a new password**. Your password must be at least 4-digits long.
- If not prompted to record a Standard greeting, **press 4 –1-1**. After Unity plays your current greeting, press **1** to re-record it, or press **3** to record a different greeting. Choose the greeting, then re-record it. Your standard greeting is what callers to hear when you are unable to answer the phone.

SAMPLE GREETINGS:

Standard Greeting "Hello, this is (your name), with the Montana State University – Billings. Today is (date). I am in the office today but unable to take your call at this time. Please leave a detailed message and I will return your call as soon as possible. Thank you."

Alternate Greeting "Hello, this is (your name). Today is (date) and I am (out of town/on vacation) for the week of (dates) Please call (name) at 657-XXXX for assistance. If you leave a message, I will return your call when I return. Note- Enabling a greeting makes it available to play. Disabling, makes the greeting unavailable, but does not erase it. When the alternate greeting is enabled, it overrides all other greetings.

If you have messages in the old Meridian Mail voicemail system, you'll be able to access them for a short time steps listed below:

- Dial _____ to access the old voicemail system.
- Make note of any important messages and delete them.

ACCESSING VOICE MAIL

To check for messages from your phone within the office:

- Dial **2211**.
- Press #. If you hear enter your ID, enter your 4-digit mailbox number followed by #.
- Enter your password when prompted. If you have not set up your mailbox, use the default password, which is 12345, followed by the # sign. You will then hear, your recorded name.

To check for messages from someone else's phone that has voice mail, within the office:

- Dial **2211**.
- Dial # #. Enter your own mailbox number when prompted for ID, followed by #.
- Enter your password when prompted.
- Press **1** to listen to new messages or **3** to listen to old messages.

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To check for messages from outside the office:

- Dial **(406) 657-2211**.
- When Unity answers, **press #**. (You need to interrupt the greeting of “Hello, Unity messaging system. From a touch-tone phone, you may dial an extension at any time. For a directory, press 4. Otherwise, please hold for an operator.”)
- Hear, “please enter you ID, followed by # (pound).” Your ID is your 4-digit mailbox number, which is generally the same as your extension number.
- Enter your password when prompted.
- Press **1** to listen to new messages.

To Forward a Message:

- Enter your mailbox as in the previous steps shown.
- Press **1 or 3** to listen to messages.
- After listening to a message, press **6** to forward it.
- Enter the recipients mailbox number or switch to dial by name by pressing **# #**.
- Press **#** to forward the message as is, or press **2** to record an introduction.
- Press **#** to send or press **1** for message options and follow prompts.

To Send a Message:

- Enter your mailbox as in the previous steps shown.
- Press **2** to send a message.
- Enter the recipients mailbox number or switch to dial by name by pressing **# #**.
- Record the message.
- Press **#** to send or press **1** for message options and follow prompts.

To change your Password:

- Press **4 – 3 – 1**. Enter a new password and press **#**. Enter your new password again to confirm it and press **#**.

HINTS AND TIPS

- Don't forget your password!
- **Use the # (pound key) to:**
 - Complete a step.
 - Skip a message you are reviewing.
 - Skip past a greeting.
 - Identify yourself as a subscriber.
- **Use the * key to:**
 - Exit from a menu.
 - Cancel or back up.
- Use **Urgent** with discretion.