

How to set up your SBU Voice Mail

Cisco Unity prompts you for different information for internal & external calls. See prompts below:

Inside your organization

Cisco Unity will ask you to enter your PIN only from your phone. When you are at another phone, you will need to enter * when Cisco Unity answers, then follow the prompts.

Outside your organization

Cisco Unity asks you to enter your ID and to enter your PIN.

Your ID # = Extension #.

Default PIN first time logging in will be 123579.



First Time Use: You Must listen to All Prompts & You Cannot Skip

- Step 1** Touch your messages button on your IP Phone.
- Step 2** **If you dial from an external phone, dial the Cisco Unity phone number and press * when Cisco Unity answers.**
- Step 3** Enter your ID, if required, then press #.
- Step 4** Enter the Default PIN, 123579.
- Step 5**
- Record your Name.
This identifies you to other callers & lets others know who left a message. It is best to personalize. To record new name, say your 1st & last name at the tone, then Press #.
 - Record your Personal Greeting.
When callers can't reach you, they may leave you a message. A personal greeting encourages callers to leave a message. Your Standard greeting is "*Sorry, Extension xxxx, is not available*". To record this greeting, press 1 .
 - Set a new PIN. A PIN protects the privacy of your messages. PIN's must be at least 4 digits long. Use a PIN that is easy to remember, but hard for others to guess. For extra security you may be occasionally asked to change your PIN. Enter your new PIN then Press #. Enter it again, followed by # to confirm it.

"Thank you. You have completed enrollment."