

If you need support:

For Lehman Unity Voicemail assistance, dial the automated self-service system at x6932, or send an email to help.desk@lehman.cuny.edu.

TIP: If you forget your PIN (phone password), log-on to the Unity Personal Communication Assistant (PCA) from on-campus or via VPN and change the PIN in the Phone Password page The PCA can be found at:
<https://voicemail.lehman.edu/ciscopca>



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Lehman College Unity Connection Voicemail

Phone Menus and Shortcuts

This card lists the most frequently used Unity Voicemail menus and shortcut keys for managing voicemail messages and settings.

Accessing Voicemail:

1. Call Unity Connection:

From your desk phone:

- Dial x6932, or
- Press the Messages button on your phone

From off campus:

- Dial 718-960-6932

2. When prompted, enter your voicemail ID (usually your desk phone extension), and press #

3. Enter your PIN/password, and press #

Main Menu and Shortcuts

Key(s) Action

1	Play new messages
2	Send a message
3	Review old messages
4	Change setup options
41	Change greetings
412	Turn on/off alternate greeting
421	Change message notification
423	Choose full or brief menus
44	Change transfer settings
5	Find messages
51	Find messages from a user
52	Find messages from all outside callers
53	Find messages from a specific outside caller

During Message Menu

While listening to a message, press:

Key(s) Action

1	Repeat message
16	Go to next message
2	Save
3	Delete
4	Slow playback
5	Change volume
6	Fast playback
7	Rewind
8	Pause/Resume
9	Fast-forward
##	Skip message, save as is

After Message Menu

After listening to a message, press:

Key(s) Action

1	Repeat message
2	Save
3	Delete
44	Call the sender
5	Forward message
6	Save as new
7	Rewind
9	Play message properties
#	Save as is

Entering Recipients

To change entry mode, press:

Key(s) Action

##	Switch between addressing a message by name and addressing by extension
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Selecting Recipients

To select recipients from a list, press:

Key(s) Action

0	Help
1	Repeat name
7	Previous name
77	First name in list
9	Next name
99	Last name in list
#	Select name
*	Exit list

Send Message Menu

After addressing and recording, press:

Key(s) Action

1	Mark urgent
2	Request return receipt
3	Mark private
4	Request future delivery
5	Review recording
6	Re-record
7	Add to recording
91	Add a recipient
92	Play all recipients (and delete recipients)
*	Cancel message
#	Send message