



How do I access my voice mail when I am not calling from my office phone?

1. Call into the Unity system by dialing 745-4321 .
2. Press the "*" key. This will cause the Unity system to prompt you to enter your id (=extension), followed by the # key.
3. The system will then prompt you for your password.



Is there a time limit applied to the messages people leave?

There is a two-minute limit per voice message. This is the same time limit that has been in place on the current Audix voice mail system.



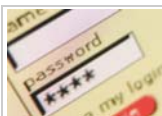
Do I need to delete messages from both my email and my phone?

If you delete a voice mail message from your email Inbox, it will also delete it from your phone. If you delete a voice mail message from your phone, it will also delete it from your email Inbox.



How can I recover a deleted message?

As with a standard email message, when you delete a voice mail message via phone or via email, it will move it from your email Inbox to the Deleted Items folder. You can recover a deleted message by moving it from your Deleted Items folder back to your Inbox. Once you have deleted a message from your Deleted Items folder, you cannot recover it by email or by phone.



What are the rules for my voice mail password?

Voice mail passwords must be at least 5 characters long, and must be changed at least every 90 days. Unity will keep a history of one password.



Will voice mail messages left on our department phone appear as email messages?

Some department phone numbers now have associated email addresses. If you are responsible for responding to voice mail messages left for your department and are not sure if there is a corresponding email address or how to access it, call the IRC Help Desk at 745-4357.



Will my e-mail box be big enough to hold my voice mail messages?

The Exchange mailbox size limit for each user is being increased by 200 MB to accommodate the additional storage space needed for the voice mail messages. A two-minute voice message typically only takes up about 1MB of email storage space.



What will happen if someone tries to leave a voice mail when my e-mail box is full?

1. An **external** caller will hear the following message immediately following your standard greeting:

You cannot record a message for ___ at this time. Hello, Cisco Unity Messaging system.

From a touchtone telephone, you may dial an extension at any time....

2. An **internal** caller will not be aware the mailbox is full until after s/he has recorded and sent the message. The following automated reply will be sent immediately via email:

[VM-Switchboard](#)

The recipient's mailbox is full and can't accept messages now. Microsoft Exchange will not try to redeliver this message for you. Please try resending this message later, or contact the recipient directly.



What happens if I enter the wrong voice mail password?

If four (4) invalid password attempts are made to access your voice mail within a 30-minute time period, you will be locked out of your voice mail account until you call the IRC Help Desk (745-4357).



If I auto-forward my voice mail messages to my cell phone, will I still receive the messages in my email?

If you have an auto-forward set up on your phone, the Unity system no longer controls the call once the call is forwarded. Therefore, any voice mail message left on your cell phone or to the forwarding destination, will not appear in your email Inbox.