

VOICEMAIL QUICK REFERENCE GUIDE



IMPORTANT TELEPHONE NUMBERS

- **Relcom's** Your telephone number: _____
- **Customer Service/ Technical Support**
(800) 478-1499

ACCOUNT INFORMATION & CALLING FEATURES

All calling features can be controlled and set on the web:

- **Web Portal**
address - www.globalins.com
- **user name** - 10-digit phone number
- **password** - assigned to you and noted on your welcome letter

ACCESSING YOUR VOICEMAIL

From Your Own Phone

- Dial 709
- Enter your voicemail password
- If you have new messages, the messages will be identified and played.
- After hearing any new messages, you will hear the Voicemail Main Menu.

From Another Phone

- From an external phone, dial your GLOBALINS® telephone number
- When prompted, enter your voicemail password and then #
- Press * anytime during the automated recording
- If you have new messages, they will be identified and played. After hearing any new messages, you will hear the Voice Mail Main Menu.

CHANGING YOUR VOICEMAIL PASSWORD

- Access your voice mailbox
- Press * to skip to the Main Menu.
- Press 2 from the Main Menu to change your password
- Enter your new password and then #
- Enter your new password again and then # to confirm.

VOICEMAIL MAIN MENU

KEY	FEATURE
1	Play/Replay Messages
2	Play Saved Messages
3	Change Password
4	Play Greeting
5	Record Greetings
6	Access Personal Distribution Groups
7	Compose a New Message
8	Message/Custom Response Number
*	Exit to Voicemail System

MESSAGE PLAYBACK OPTIONS

While listening to your voicemail messages, the following options are available:

ACTION	BEFORE MESSAGE	DURING MESSAGE	AFTER MESSAGE
Skip Intro	##	4	##
Skip Message	#	##	#
Reply to Message	2	1	2
Call Originator	1	1	2
Save	4	4	4
Save	5	5	5
Forward Message	6	6	6
Repeat Message	##	11	2
Repeat 5 seconds	##	7	##
Pause/Resume Playback	##	8	##
Skip Intro 5 seconds	##	9	##
Skip to the End	##	##	##
Skip to Previous Menu	*	*	*

REPLYING TO A MESSAGE

- Press 2 to reply to a message after listening to it. Press * to cancel
- After the tone, record a message and press #.
- Select an action:
 - Press # to send the message.
 - Press 2 to change the message. You will be asked to re-record the message.
 - Press 3 to review the message.
 - Press 4 to mark the message Urgent and send.

When recording messages, Urgent messages will be played first, if configured by the recipient. The recipient may be paged when they receive an urgent message.

DIALING THE ORIGINATOR

- Press 1 while listening to a message to call the person back.

NOTE: This capability will not work if the voicemail system was not able to record the Caller ID information when the original voicemail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.

FORWARDING A MESSAGE

- Press 6 to forward a message to another recipient while listening to the message.
- Enter Distribution Group Number and then #. Repeat this step until you've entered all the desired destinations.
- Press # when finished entering destinations.
- When prompted, record your introductory message and press # when finished.
- Select an action:
 - Press * to Cancel.
 - Press 1 to forward the message.
 - Press 2 to change the introductory message. You will be prompted to record the message again.
 - Press 3 to review the introductory message.
 - Press 4 to mark the message Urgent and send.

COMPOSING A NEW MESSAGE

- Access your voicemail box
- Press * to skip to the Main Menu
- Press 7 from the Main Menu to compose a new message
- Enter Distribution Group Number + #. Repeat this step until you've entered all the desired destinations.
- Press # when finished entering destinations
- After the tone, record your message. Press the # key when finished.
- Select an action:
 - Press # to send the message
 - Press 2 to change the message. You will be prompted to record the message again.
 - Press 3 to review the message
 - Press 4 to set the message options
 - Press 5 to mark as Urgent
 - Press 2 to mark as Private
 - Press 3 to request a Return Receipt.
 - Press 9 to clear all these options.
 - Press * to return to the previous menu.

• NOTE: Commercial Customers Only

Cisco Unity Quick Reference Guide

Wolfgang Guggemos



Cisco Unity Quick Reference Guide:

CCNP Voice CAPPS 642-467 Quick Reference Brion Washington,2011-05-12 As a final exam preparation tool the CCNP Voice CAPPS 642 467 Quick Reference provides a concise review of all objectives on the new CCNP Voice Integrating Cisco Unified Communications Applications exam 642 467 This eBook provides you with detailed graphical based information highlighting only the key topics in cram style format With this document as your guide you will review topics on the integration options of Cisco Unified Presence Cisco Unity Express and Cisco Unity Connection In addition this eBook covers voice messaging deployment scenarios Cisco Unified Presence features and troubleshooting mechanisms as well as Cisco Unified Presence and Cisco Unified Personal Communicator integration options with Cisco Unified Communications Manager This fact filled Quick Reference allows you to get all important information at a glance helping you to focus your study on areas of weakness and to enhance memory retention of essential exam concepts

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Cisco Unity Deployment and Solutions Guide Todd Stone,Jeff Lindborg,Dustin Grant,Steve Olivier,2004 Annotation A comprehensive guide to understanding how to design install and manage a unified communications solution Gain a thorough understanding of the Cisco Unity systems with guidance from three of its chief architects Master the application of Unity features to solve legacy and convergence problems Select from comprehensive solutions for Unity to effectively manage your Cisco Unity installations As an integral part of the Cisco AVVID Architecture for Voice Video and Integrated Data environment Cisco Unity complements the full range of Cisco IP based voice solutions including Cisco CallManager Cisco IP Contact Center and Cisco Personal Assistant Cisco Unity is designed for large or small enterprises and offers enhanced security reliability and serviceability along with support for Microsoft Windows 2000 Advanced Server SP2 and Microsoft Exchange 2000 Enterprise Server Cisco Unity Deployment and

Solutions Guide presents real world deployment examples and shows how to plan install and manage a Cisco unified communications solution Part I focuses on understanding Unity architecture and the different technologies it uses It also provides a comprehensive list of features and explains how they are used Part II focuses on deployment issues and explains the steps necessary to deploy a Unity messaging system in a small or large organization It includes a considerable number of real world examples and case studies for each installation type Part III answers a large number of solutions oriented questions asked by customers on a regular basis but where no documented information is presently available Finally part IV explains everything a Unity Administrator needs to know in order to manage the system and it s users Todd Stone is a Unity Customer Solutions Architect for Cisco Systems Jeff Lindborg is the architect and technical lead for the Applications Team for Cisco Unity Steve Olivier is the Unity expert on switch integration Author residences Seattle WA

CCNA Voice Official Exam Certification Guide (640-460 IIUC) Jeremy Cioara,Michael J. Cavanaugh,Kris A. Krake,2008-11-07 Master IIUC 640 460 exam topics with the official study guide Assess your knowledge with chapter opening quizzes Review key concepts with Exam Preparation Tasks CCNA Voice Official Exam Certification Guide is a best of breed Cisco exam study guide that focuses specifically on the objectives for the CCNA Voice IIUC 640 460 exam Senior voice instructors and network engineers Jeremy Cioara Michael Cavanaugh and Kris Krake share preparation hints and test taking tips helping you identify areas of weakness and improve both your conceptual knowledge and hands on skills Material is presented in a concise manner focusing on increasing your understanding and retention of exam topics CCNA Voice Official Exam Certification Guide presents you with an organized test preparation routine through the use of proven series elements and techniques Do I Know This Already quizzes open each chapter and allow you to decide how much time you need to spend on each section Exam topic lists make referencing easy Chapter ending Exam Preparation Tasks sections help drill you on key concepts you must know thoroughly Well regarded for its level of detail assessment features and challenging review questions and exercises this official study guide helps you master the concepts and techniques that will enable you to succeed on the exam the first time CCNA Voice Official Exam Certification Guide is part of a recommended learning path from Cisco that includes simulation and hands on training from authorized Cisco Learning Partners and self study products from Cisco Press To find out more about instructor led training e learning and hands on instruction offered by authorized Cisco Learning Partners worldwide please visit www.cisco.com/go/authorizedtraining The official study guide helps you master all the topics on the IIUC exam including Connecting IP phones to the LAN infrastructure Cisco Unified CME installation Cisco Unified CME IP phone configuration Cisco Unified CME voice productivity features Gateway and trunk concepts and configuration Cisco Unity Express concepts and configuration Smart Business Communications System Configuring and maintaining the UC500 for voice

CCIE Collaboration Quick Reference Akhil Behl,2014 **American Book Publishing Record** ,2003 **CCNA Voice Quick Reference** Michael Valentine,2008-07-01 As a final exam preparation tool the CCNA Voice Quick Reference

provides a concise review of all objectives on the new IIUC exam 640 460 This digital Short Cut provides you with detailed graphical based information highlighting only the key topics in cram style format With this document as your guide you will review topics on concepts and commands that apply to Cisco Unified Communications for small and medium sized businesses This fact filled Quick Reference allows you to get all important information at a glance helping you focus your study on areas of weakness and enhancing your memory retention of essential exam concepts *CCNA Cisco Certified Network Associate Voice Study Guide (Exams 640-460 & 642-436)* Tom Carpenter,2010-10-30 The Best Fully Integrated Study System Available for Exams 640 460 Networking from a VoIP Perspective Traditional Telephony They Meet Data and Voice Converged Real Time Streaming Protocol H 323 SIP SCCP and MGCP Understanding Cisco Unified Communications Cisco VoIP Hardware and Software Digital Signal Processors Call Manager Express Unified Communications Manager Gateways and Gatekeepers IP to IP Gateways Fax and Modem Over IP Troubleshooting VoIP Problems Securing VoIP Networks CD ROM includes Electronic book for studying on the go CertCam video training Complete MasterExam practice testing engine featuring Two full practice exams Detailed answers with explanations Score Report performance assessment tool With Free Online Registration Bonus downloadable MasterExam practice tests [CCNA Voice Portable Command Guide](#) Robert M. Cannistra,Michael E. Scheuing,2013 Preparing for the latest CCNA Voice exam Here are all the CCNA Voice commands you ll need to prepare for the Cisco 640 461 ICOMM v8 0 Exam in one handy condensed resource Filled with valuable easy to access information the CCNA Voice Portable Command Guide is portable enough for you to use whether you re in the server room or the equipment closet This quick reference summarizes all commands keywords command arguments and associated prompts relevant for Exam 640 461 and offers tips and examples for applying these commands in live Cisco Unified Communications environments Topics covered include Fundamentals Unified Communications components functions call signaling media flows and VoIP quality Preparation Configure Cisco switches routers and other devices to support Unified Voice Provisioning Create modify users accounts endpoints directory numbers user and mobility features and calling privileges Messaging and Presence Configure voice messaging Cisco Unity Connection and Cisco Unified Presence Management Monitoring Generate reports monitor voicemail usage perform backups and more Support Verify PSTN connectivity and define fault domains troubleshoot endpoints call quality and voicemail Access all CCNA Voice commands use as a quick offline resource for research and solutions Logical how to topic groupings provide one stop research Great for review before CCNA Voice 640 461 certification exams Includes configuration examples for Cisco Unified Communications Manager Cisco Unified Communications Manager Express Cisco Unity Connection and Cisco Unified Presence Compact size makes it easy to carry with you wherever you go Create Your Own Journal section with blank lined pages allows you to personalize the book for your needs What Do You Want to Do chart inside cover helps you quickly reference specific tasks This book is part of the Cisco Press Certification Self Study Product Family which offers readers a self paced study routine

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Configuring Cisco Unified Communications Manager and Unity Connection David J. Bateman,2011-05-09 The definitive up to date guide to planning configuring and administering Cisco call processing and voice messaging This book brings together all the hands on knowledge you need to successfully configure and administer Cisco s flagship IP voice systems including Cisco Unified Communications Manager CUCM Unity and Unity Connection Fully updated for the new CUCM Unity and Unity Connection version 8 it presents step by step procedures for every common and complex task that installers integrators and administrators will encounter Long time Cisco voice implementer and instructor David Bateman begins with clear well organized explanations of Cisco Voice over IP technology including its key functions and devices Next he guides you through preparation and deployment including configuring CUCM for maximum performance removing DNS dependencies defining enterprise parameters configuring regions and enforcing security The author presents quick access step by step solutions for dozens of post deployment tasks each with thorough instructions and cross references to prerequisite tasks wherever needed He demonstrates how to integrate features to create more powerful IP voice systems thoroughly introduces Cisco s new management interface and provides extensive coverage of the latest feature enhancements David Bateman is a certified Cisco instructor CCNA and director of curriculum development for Skyline ATS He has 20 years of internetworking experience including more than a decade as a senior LAN WAN engineer in networks serving up to 5 000 users He then ran the business operations of a technical services company while maintaining his existing networking client base David has taught and implemented Cisco voice technologies since 2000 He authored this book s first edition and co authored CCNA Voice Exam Cram Establish a foundation for CUCM configure services set enterprise parameters register devices and more Add gateways and client devices Create dial plans including route patterns route lists route groups CTI route points translation patterns and route filters Configure Class of Service CoS and Call Admission Control Implement IP phone service media resources and Extension Mobility Prepare to deploy Unity Connection verify integration define system parameters and create templates distribution lists and CoS Add import and manage users Make the most of Unity Connection call management from basic auto attendant to advanced routing rules and audio text Integrate legacy voicemail systems Master Unity Connection s key administrative tools and utilities Use time of day routing call queuing and other advanced features This IP communications book is part of the Cisco Press Networking Technology Series IP communications titles from Cisco Press help networking professionals understand voice and IP telephony technologies plan and design converged networks and implement network solutions for

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 Scientific American ,1904

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