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Lehman Unity Voicemail FAQs

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What is my voicemail ID? Your ID is your 4-digit extension, e.g. (718) 960-1234, your ID is 1234.

Is there access to the previous Lehman voicemail? Your previous voicemail messages as well as your greeting have been transferred to the new system.

Will I be able to receive voicemail through the email system? Yes! You will continue to receive voicemail on your desk phone, and will also now receive voicemail as an attachment to an email message via the faculty and staff email system. Additionally, voicemail can be accessed from off campus via phone by dialing (718) 960 - 6932.

I deleted a voicemail on my phone, now it's gone from my email inbox! Why? Lehman's new voicemail system allows your voicemails to be synchronized between your phone's voicemail box, and your email's inbox. As a result, a voicemail deleted on your phone will be deleted from your email inbox. Conversely, a voicemail that is deleted from your email inbox will be deleted in your voicemail box respectively.

How can I save my voicemail messages? From your email Inbox, you may download the message on to your desktop or create a separate email folder and then move the message to that folder.

I can't login to voicemail. It gives me a "Invalid entry" error. What's wrong? If prompted for a user ID, enter your 4-digit extension followed by #. If you have not completed the enrollment process, use the default temporary PIN, until you have set a new personal PIN. If any issues, please contact the Lehman Help Desk.

How do I access my voicemail from off-campus?
- Dial (718) 960 – 6932 from your off-campus phone.

- Enter your 4-digit mailbox ID (which is your extension), followed by the # key.

- Enter your password (PIN) followed by the # key.

Can I record an alternate greeting if I'll be out of the office? You may record an alternate greeting if you are going to be on vacation or out of the office. The alternate greeting on your voicemail lets callers know that you are out of the office and can offer options for assistance (a colleague's extension or e-mail, for example) until you return. You can set the alternate greeting to expire on a certain date and it will automatically revert to your standard greeting. You may also choose not to set an expiration and switch back to the standard greeting manually. As with standard greetings, alternate greetings are retained for future use. If your alternate greeting is generic ("I am currently out of the office…") you can simply activate the alternate greeting when needed.

Can I retrieve a deleted message? Voicemail is saved in the system for 5 days after you delete it. If you accidentally delete a voicemail, you can go to your deleted messages for up to 5 days to retrieve it.

How many messages can I save in my mailbox and for how long? The total capacity of your voicemail box is approximately 30 messages. <u>The number of messages will vary based on the length of individual messages</u>. Messages are saved for 30 days. If you need to save the message longer, refer to the above FAQ: "***How can I save my voicemail messages?*** ".

Can I skip a colleague's voicemail greeting and go directly to leaving a message? Yes, simply press the # key when the voicemail greeting starts playing, and the beep to leave a message will sound immediately.

How do I reset my new voicemail PIN (password)? From on-campus, call the voicemail access number x6932, or press the messages button on your phone.

- Enter the temporary PIN
- Follow the prompts to change your PIN and record a new personalized greeting.
    - Your PIN must be a 4-digit number.
    - Passwords that contain repetitive or consecutive numbers, or part of your phone number, will not be allowed.
    - Note: Four incorrect PIN entries will disable your mailbox for 30 minutes.

If you need further assistance resetting your pin, please refer to the Lehman Unity Voicemail documentation for Faculty and Staff found here: http://lehman.edu/itr/cisco-unity.php

What if I forget my voicemail PIN? Your unity connection voicemail PIN can be reset online from the Personal Communications Assistant (PCA) when on campus, or from off campus via VPN:

- Open a web browser, and visit: https://voicemail.lehman.edu/ciscopca
- Sign in to the PCA with your faculty/staff Lehman email username (firstname.lastname) and password
- Select "Messaging Assistant" from your dashboard
- In the Messaging Assistant, from the Passwords menu, select *Change PIN*.
- On the PIN page, enter your new password, then enter it again to confirm it. Use digits 0 through 9.
- Select "Save".

If you are off campus, you will have to access the PCA using VPN. For additional information or assistance to reset a forgotten PIN, please contact the Help Desk.

How will I know when I receive messages? The message waiting indicator on your phone will turn on as a red light. You will also receive voicemail as an email message attachment. The indicator will turn off after you have read your voicemail on your phone or if you opened the email message sent by the Unity messaging system.

How will I know if my mailbox is almost full? You will hear a warning threshold that your mailbox is getting full. Remember to delete messages that you no longer need, or store them by following the instructions in the above FAQ: "***How can I save my voicemail messages?*** ".

Have more questions? Please contact the Lehman College help desk.