Subject: Unity Voicemail – Tip #4 – Testing your Inbox

This is a test mostly for those who have not yet received a voicemail in their new voicemail Inbox. The test will only take two or three minutes to complete.

Check Your Inbox

1. Call your UA phone from your cell phone and leave a short message. Just a few seconds will suffice.
2. Verify that the light on your UA phone is lit (if you have a light) or, if you have an analog phone with or without a light, that you hear the stutter dial tone when you pick up the receiver.

If you have not requested Voicemail / Email integration, you are done with the test. You can handle that message on your phone, listening or deleting as desired. If you have requested integration, please continue.

3. Wait a few moments (the time can vary) and check your regular email Inbox. Is the message there? The sender should be Cisco Unity Connection Messaging System and the subject line will be Message from Unknown Sender (XXX-XXX-XXXX).

If the message is in your regular email Inbox, you are done. Delete or otherwise deal with the email. If the message is not there, please continue.

4. Check your Junk Email folder. Is the message there?

If the message is in your Junk Email folder, you may have neglected to do step 3 from the first email tip. You will just need to set up Cisco as a Safe Sender. You can find the instructions online at http://uits.arizona.edu/services/voicemail-unity/safe_senders.

If you ever run into any difficulties with your Unity Voicemail system, you should contact the 24/7 IT Support Center at (520) 626-TECH (8324). You can also send an email to unity-support@list.arizona.edu.

You can find quite a lot of good information online at http://uits.arizona.edu/services/voicemail-unity/getting-started. Check out the Voicemail Quick Guide. You can find that at http://uits.arizona.edu/sites/default/files/Unity-Quick-Card.pdf

Another really good place for more information is the FAQ page, located at http://uits.arizona.edu/faq/unity-connection-voice-mail You should definitely check out the Top 10 FAQs link on that page. It is well worth the visit.