Phone Remote Access

The Cisco Unity Voicemail system provides users the ability to access their voicemail, change a greeting, and forward voicemail messages from a remote location. This includes accessing from another phone or from the AISD portal.

Accessing AISD Phone from a Remote Phone

Employees can access their AISD voicemail by calling in from another phone.

*Use These Keys Anytime During any Changes*

Press the * Key to Cancel or back up Key # Skip or move ahead

To Check Messages from outside the office or from home:

Step 1 Dial 512-414-4114.
Step 2 When the greeting begins to play, Press *
Step 3 Enter your extension number, and then press #.
Step 4 Enter your PIN (password) then press #

To Change Your Recorded Name:

Step 1 Press the Message button or dial your number and log in to your Voice Mail.
Step 2 select options 4 then select 3 then select 2.
Step 3 At the tone, record your name, or press * to keep the current recording.

To Change Your Password:

Step 1 Press the Message button or dial your number and log in to your Voice Mail.
Step 2 select options 4 then select 3 then select 1.
Step 3 Enter a new password and press #.
Step 4 Enter the new password again to confirm it and press #.

To Record a Greeting:

Step 1 Press the Message button or dial your number and log in to your Voice Mail.
Step 2 select options 4 then select 1 then select 1.
Step 3 After Cisco Unity plays your current greeting, press 1 to rerecord it, or press 3 to record a different greeting, choose the greeting, then rerecord it.

To Enable or Disable a Greeting:

(You can enable or disable only your alternate greeting by phone.)
Step 1 Press the Message button and or dial your number and log in to your Voice Mail.
Step 2 select options 4 then select 1 then select 1.
Step 3 After Cisco Unity plays your current greeting, press 2 to enable or disable your alternate greeting.
Note: When your alternate greeting is enabled, it overrides all other greetings.
To Reply to a Message:

Step 1 After listening to the message, press 4.
Step 2 Record your reply.
Step 3 Press # to send the reply or press 1 for message options.
Step 4 Follow the Cisco Unity conversation to handle the original message.

To Forward a Message:

Step 1 After listening to the message, press 5.
Step 2 Follow the Cisco Unity conversation to address the forwarded message.
Step 3 Press # to forward the message as is, or press 2 to record an introduction,
Or press 3 for message options.
Step 4 Press # to forward the message as is, or press 1 for message options.

To Record and send a Message:

Step 1 Press the Message button and or dial your number and log in to your Voice Mail.
Step 2 Main menu press 2 and record your massage.
Step 3 Add the recipients by voice or to manually enter the number. press 9 ## the number of the person you want to send this to.
Step 4 Say send or press #
Checking your Voicemail from the AISD Portal

Employees can also access their AISD voicemail from the AISD Portal.

**Step 1 Log In** to the AISD Portal (portal.austinisd.org)

**Step 2** From the search box at the top, enter ‘**voice**’.

**Step 3** Click **Voicemail Inbox**

**Step 4** Voicemails will be listed on the screen displayed. Click the **play** button to hear the voicemail.