

Topeka Unity Connection Voice Mail Quick Reference Guide

NOTE: Agency Voicemail Users - please contact your Agency IT Support Staff to obtain "Unity Connection" 5 digit access number and default password if needed.

- **To access the voicemail system from a different or non-State of Kansas extension,**
When calling from or to a 785-291, 368, 296 SOK ext. dial the "Unity 5 digit access number" or #41.
- Calling locally from a non-State of Kansas Topeka number dial "Unity 7 digit access number".
- Calling from a long distant number dial appropriate Long Distance code + "Area Code and Unity 7 digit access number".
Enter * followed by User ID (5 digit extension)
Enter Your Password/PIN code
- **To record Name:**
Press **4, 3, 2**
Say name – Press "**#**", when finished recording, press * to save.
- **To record/replay a Greeting:**
Press **4, 1**
Record Greeting – Press 1, record then press "**#**" when finished
To re-record press 1
- **To change PIN**
Enter Voice mail System.
Dial Unity 5 digit access code or #41
Enter Your Password/PIN
Press **4, 3, 1**
Enter new PIN (Minimum 4-digits)
Enter new PIN again. Press "**#**" when finished.
- **To retrieve messages:**
Enter Voice mail System.
Dial Unity 5 digit access code or #41
Enter Password/PIN
Press **5**
Unity will automatically play date and time of when message was received.
NOTE: If the phone is hung-up during message playback, the message waiting Indicator will remain on.
- **To back up in a message, erase, save, go forward and skip to the next message:**
To back up partially on a message - press **2** for a few seconds.
To back up to the beginning of a message - Press **2 & 2**.
To erase a message, Press **3**
To save a message, Press **7**
Go forward on message, Press **4**
Listen to or skip to the next message, Press **5**
- **Forwarding a Message:**
During or at the end of message Press **1, 3**
Record your comments to the caller/s receiving the forwarded message.
When finished recording your comments Press "**#**"
(Or if you choose not to add your comments Press "#**")**
Enter the 5 digit extension of the person you are forwarding the messages to: (6-xxxx, 1-xxxx, etc.)
To add another extension press **9, 1**
Press "**#**" to send your message
- **Accessing OCTEL Voice Mail for Previous Messages: (This is only valid until Octel is decommissioned or accounts are deleted.)**
Dial "Octel Access Number 60100" or #21 and press"#"
Enter User ID (5 digit extension)
Enter Password/Pin Code
Follow the system prompts