

State of Illinois

CMS Voicemail System

Initial Voicemail Setup

1. Dial the voicemail access number
2. When prompted for a PIN (voice mail password), enter default 643125
3. Follow the tutorial to setup your voicemail

Note: Remain on the line until you hear the message 'you have completed enrollment'. Otherwise you will be asked to complete the initial setup tutorial the next time you login.

Logging In

Voicemail Access Number

312-814-4400 (Chicago)

217-524-4400 (Springfield)

Sign in from your desk phone

1. Dial the voicemail access number
2. Enter your Unity Connection **PIN**, (voice mail password) then press **#**

Sign in from another phone (away from office)

1. Dial the voicemail access number
2. Press the * (star) key to identify yourself as an alternate user.
3. Enter your full 10 digit telephone number when prompted for your mailbox ID, then press **#**
4. Enter your Unity Connection **PIN** (voice mail password), then press **#**

Unity Connection Phone Commands

Main Menu Commands

Action	Key(s)
Hear new messages	1
Send a message	2
Review saved messages	3 1
Review deleted messages (Not available on some systems)	3 2
Change setup options	4
Change greetings	4 1
Turn alternate greeting on or off	4 1 2
Edit other greetings	4 1 3
Change message notification	4 2 1
Select full or brief menus	4 2 3
Change PIN	4 3 1
Change recorded name	4 3 2
Switch between using the phone keypad and using voice commands	9

Send A Message Menu Commands:

Action	Key(s)
Send message	#
Add name	9 1
Mark message urgent	1
Request return receipt	2
Set future delivery	4
Review recording	5
Rerecord	6
Add to the message	7

During Message Menu Commands:

Action	Key(s)
Restart message	1
Play message by number	1 2
Play previous message	1 4
Play next message	1 6
Save	2
Delete	3
Slow playback	4
Fast playback	6
Change volume	5
Rewind message	7
Pause or resume	8
Fast-forward	9
Fast-forward to end	#
Skip message, save as is	# #
Reply	# 4
Forward	# 5
Cancel or back up	*
Help	0

After Message Menu Commands:

Action	Key(s)
Replay message	1
Play message by number	1 2
Play previous message	1 4
Play next message	1 6
Delete	3
Save or restore as new	6
Reply	4
Reply to all	4 2
Call the sender	4 4
Forward message	5
Rewind	7
Play message properties	9
Save as is	#
Cancel or back up	*
Help	0