Telecom Services

- Web Directory Updates
- Scheduling of Conference Calls
- Request for new desk phones, cellular devices, and pagers
- Request for voicemail
- Request for name changes on phones
- Password reset

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Cisco IP Telephone Unity Connection Voicemail Quick Reference Guide

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TEL-MAN-2018-002 Cisco Van Etten Guide
Enrolling in Unity Connection Voicemail

Before you can begin to use the Unity Connection Voicemail, you must complete the process of personalizing your mailbox. The enrollment process will begin automatically the first time you access the Unity voicemail system from your own phone.

- From your own Cisco phone, dial 9-1-718-904-2401. Unity will answer and ask for your PIN.
- Enter your PIN followed by #.

Accessing Unity Voicemail from your own Phone

Accessing Unity Voicemail from a different phone

- Dial 9-1-718-904-2401. Unity will answer and ask for your PIN.
- Press *. Voicemail will ask for your ID followed by #.
- Enter your 7 digit extension followed by #. (7 digit ID #: 182 + your 4 digit extension #)
- Enter your PIN followed by #.

Accessing Unity Voicemail from an off-premise location (i.e., cell phone or home phone)

- Dial the Voicemail Employee Access number – 9-1-718-904-2401
- You will be prompted to enter your ID followed by #.
- Enter your 7 digit extension followed by #.
- Enter your PIN followed by #.

*The Message key on your phone will not be available for use. You must dial complete # 9-1-718-904-2401.

Checking Voice Messages

You can check new and saved messages in your Unity mailbox. You can save or delete messages during message playback or after you listen to an entire message.

To Check Voice Messages:
- Call and log into your Unity Voicemail box.
- At the Main menu, choose the option to Play New Messages or Review Old Messages.
- Follow the prompts to listen and manage your messages.

Changes from the Old System to the New System

With the merge with Montefiore’s Cisco System there are a few changes. These changes include the following.

Changes:
- The use of the message key on your Cisco phone will not be available.
- A site code plus your extension will have to be used to retrieve messages.
- Our site code is 182 + your current extension.
- You must dial 9-1-718-904-2401 to access your message box at all times.