

CISCO UNITY VOICE MAIL

Phone Menus and Shortcuts

ACCESSING VOICE MAIL

Press	Action
Messages button	Desk Phone

785-296-2100

Call Cisco Unity Connection from outside your agency.
 When Cisco Unity Connection answers, press *
 Then enter your 5-digit phone number and press #
 Enter your PIN when prompted and press #
 The default PIN (for a new mailbox or if it needs to be reset) is 258852

MAIN MENU & SHORTCUTS

Press	Action
0	Help
1	Switch to using phone keypad
3	Review old messages
4	Change setup options
5	Play new messages
6	Send a message
8	Find messages
9	Cancel or back up
41	Change greetings
44	Change transfer settings
81	Find messages from a user
412	Turn on/off alternate greeting
421	Change message notification
423	Choose full or brief menus
#	Repeat menu options

DURING MESSAGE MENU

While listening to a message:	
Press	Action
13	Forward message
14	Call the sender
15	Go to previous message
17	Reply
18	Change volume
2	Rewind
22	Repeat message
3	Delete
4	Fast-forward
5	Skip message, save as is
7	Save
8	Skip to end
*3	Slow playback
*8	Fast playback
*	Pause/Resume

AFTER MESSAGE MENU

After listening to a message:	
Press	Action
13	Forward Message
14	Call the sender
15	Go to previous message
17	Reply
2	Rewind
22	Repeat message
3	Delete
42	Reply to all
5	Save as is
6	Save a new
7	Save
9	Play message properties
*	Cancel or back up

ENTERING RECIPIENTS

To change entry mode:	
Press	Action
##	Switch between addressing a message by name and addressing by extension

SELECTING RECIPIENTS

To select recipients from a list:	
Press	Action
0	Help
1	Repeat name
7	Previous name
77	First name in list
9	Next name
99	Last name in list
#	Select name
*	Exit List

SEND MESSAGE MENU

After addressing and recording:	
Press	Action
1	Mark urgent
2	Request return receipt
3	Mark private
4	Request future delivery
5	Review recording
6	Rerecord
7	Add to recording
91	Add a recipient
92	Play all recipients (and delete recipients)
*	Cancel message
#	Send message