



# CISCO UNITY VOICE MAIL

## Phone Menus and Shortcuts

### Accessing Voice Mail

Key(s)	Action
62100	Call Cisco Unity Connection from your desk phone or #41
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

Key(s)	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