

Technical Support

For Cisco Unity Connection support, contact 4090 or 413-597-4090, or send an email to telecom@williams.edu.

TIP: If you forget your phone password, log on to the Cisco PCA and browse to the Change Phone Password page in the Cisco Unity Assistant to change it. The Cisco PCA URL is <https://vmail.williams.edu/ciscopca>.



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For Classic Conversation, Cisco Unity Connection

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Connection Phone Menus and Shortcuts

This card lists the most frequently used Cisco Unity Connection menus and shortcut keys for managing messages and user settings by phone.

Accessing Connection

1. Call Cisco Unity Connection.

From your desk phone:

- Dial 4000

Or

- Press the Messages button on your phone.

From outside your organization:

- Dial 413-597-4000

2. If you are calling from another phone within your organization or from outside the organization, press * when Cisco Unity Connection answers.
3. If prompted, enter your Connection ID (usually your desk phone extension), and press #.
4. Enter your password, and press #.

Main Menu and Shortcuts

Key(s) **Action**

Key(s)	Action
1	Play new messages
2	Send a message
3	Review old messages
4	Change setup options
41	Change greetings
412	Turn on/off alternate greeting
421	Change message notification
423	Choose full or brief menus
44	Change transfer settings
5	Find messages
51	Find messages from a user
52	Find messages from all outside callers
53	Find messages from a specific outside caller

During Message Menu

While listening to a message, press:

Key(s)	Action
1	Repeat message
2	Save
3	Delete
4	Slow playback
5	Change volume
6	Fast playback
7	Rewind
8	Pause/Resume
9	Fast-forward
##	Skip message, save as is

After Message Menu

After listening to a message, press:

Key(s)	Action
1	Repeat message
2	Save
3	Delete
4	Reply
42	Reply to all
44	Call the sender
5	Forward message
6	Save as new
7	Rewind
8	Send to fax machine for printing
9	Play message properties
#	Save as is

Entering Recipients

To change entry mode, press:

Key(s)	Action
##	Switch between addressing a message by name and addressing by extension

Selecting Recipients

To select recipients from a list, press:

Key(s)	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:

Key(s)	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