

Technical Support

For Cisco Unity support, contact:

TIP: If you forget your phone password, log on to the Cisco PCA and browse to the Personal Preferences page in the Cisco Unity Assistant to change it.

The Cisco PCA website is:



Release 4.0(5)



Cisco Unity Phone Menus and Shortcuts

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This card lists the most frequently used Cisco Unity menus and shortcut keys for managing messages and personal options by phone. (See back of card for technical support information.)



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OL-7333-01
UM—Exchange—Std Conv

Accessing Cisco Unity

1. Call Cisco Unity.
From your desk phone, dial:

From another phone within your organization, dial:

From outside your organization, dial:

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

Main Menu

Key Task

1	Hear new messages
2	Send a message
3	Review old messages
4	Change setup options
5	Find messages*

Not available on some systems.

Message Type Menu *

Key Task

1	Voice messages
2	E-mails
3	Faxes
4	Receipts
#	All messages

* Available only for new and saved messages. You enable the menu on the Message Playback page in the Cisco Unity Assistant.

During Message Menu

While listening to a message, press:

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

*Not available on some systems.

After Message Menu

After listening to a message, press:

Key(s)	Task
1	Replay message
2	Save/Restore as saved*
3	Delete
4	Reply
42	Reply to all
44	Call the subscriber*
5	Forward message
6	Save as new/Restore as new*
7	Rewind message
8	Deliver e-mail/fax to fax machine*
9	Play message properties
#	Save as is

*Not available on some systems.

Shortcuts

While listening to the Main menu, press:

Keys	Task
41	Change greetings
412	Turn on/off alternate greeting
421	Change message notification
422	Change fax delivery*
423	Choose full or brief menus
431	Change phone password
432	Change recorded name
44	Change call transfer
51	Find messages from a subscriber*
52	Find messages from all outside callers*
53	Find messages from a specific outside caller*

*Not available on some systems.

After recording a message, press:

Keys Task

11	Change addressing
12	Change recording
13	Set special delivery
14	Review recorded message

While listening to a message, press:

Keys Task

#2	Restore as saved*
#4	Reply
#42	Reply to all
#5	Forward message
#6	Save as new/Restore as new*
#8	Deliver e-mail/fax to fax machine*
#9	Play message properties

*Not available on some systems.