

## Technical Support

For Connection support, contact:

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**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 URL is:

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## Connection Voice Commands

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This card lists frequently used voice commands for managing Cisco Unity Connection messages and personal settings by phone.

## Accessing Connection

1. Call Cisco Unity Connection.

From your desk phone, dial:

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From another phone within your organization, dial:

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From outside your organization, dial:

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

## Main Menu Commands

**While listening to the Main menu, say:**

“Play messages” or “Play <voice messages/e-mails/receipts>”

“Send a message” or “Send message to <Name of Connection user>”

“Call <Name of Connection user/ personal contact/system contact>” or “Call <Connection extension>”

“Edit greetings” (to change personal greeting) or “Edit <Name of greeting>”

“Touchtone conversation” (to switch to using touchtone keys)

## Universal Commands

### Say these commands anytime:

“Cancel”  
“Main menu” (to return to Main menu)  
“Repeat” (to repeat message or menu prompts)  
“Goodbye” or “Exit”  
“Help”

## Playing Messages

### While listening to the Main menu, say:

“Play voice messages from <Name of Connection user>”  
“Play new messages” or “Play new <voice messages/e-mails/receipts>”  
“Play new voice messages from <Name of Connection user>”  
“Play saved messages” or “Play saved <voice messages/e-mails/receipts>”  
“Play saved voice messages from <Name of Connection user>”  
“Play deleted messages” or “Play deleted <voice messages/e-mails/receipts>”  
“Play deleted voice messages from <Name of Connection user>”  
“Play urgent <voice messages/e-mails/receipts>”  
“Play private <voice messages/e-mails/receipts>”  
“Play urgent and private <voice messages/e-mails/receipts>”

## Message Playback

### While listening to a message, say:

“Skip message”  
“Repeat message”  
“Next message”  
“Previous message”  
“Save”  
“Delete”  
“Reply” or “Reply to All”  
“Forward”  
“Mark new”  
“Message Properties”

### After listening to a message, say:

“Repeat message”  
“Call sender”<sup>\*</sup>  
“Resend” (to resend the original message if you receive an NDR)

## Sending a Message

### After addressing and recording the message, say:

“Send”  
“Edit address”  
“Edit message”  
“Review message properties” (to hear just message properties)  
“Review message” (to hear the recorded message and message properties)  
“Edit recipients”  
“Mark urgent”  
“Mark private”  
“Mark urgent and private”

<sup>\*</sup>Not available on some systems