

Technical Support

For Connection 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 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:

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 Connection answers.
3. If prompted, enter your Cisco Unity Connection ID (usually your desk phone extension), and press #.
4. Enter your password, and press #.

Playing Messages

While listening to the Main menu, say:

“Play messages” (for all messages)

Or a combination of these options

“Play

- <new or saved or deleted>
- <urgent or private or urgent and private>
- <voice messages or e-mails* or receipts>”

Or a combination of these options, for voice messages from Connection users

“Play

- <new or saved or deleted>
- <urgent or private or urgent and private>
- messages from <name of Connection user>”

*Not available on some systems

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”*
- “Resend” (to resend the original message after you receive an NDR)

*Not available on some systems

Sending a Message

While listening to the Main Menu, say:

- “Send a message”
- “Send <urgent or private or urgent and private> message to <name of Connection user>”

After addressing and recording the message, say:

- “Send”
- “Edit message”
- “Review message properties” (to hear only message properties)
- “Review message” (to hear the recorded message and message properties)
- “Edit recipients”
- “Set <urgent or private or urgent and private>”
- “Cancel <urgent or private or urgent and private>”
- “Set receipt”
- “Cancel receipt”

Placing Calls

While listening to the Main Menu, say:

- “Call <name of Connection user>”
- “Call <extension>”
(Say each digit individually. For example, say “One, zero, zero” not “One hundred.”)
- “Call <name of contact> at <home or work or mobile>”

Other Commands

While listening to the Main menu, say:

- “Play <greeting name> greeting”
- “Record <greeting name> greeting”
- “Turn <on or off> <greeting name> greeting”
- “Empty Deleted Items folder”*
- “Touchtone conversation” (to switch to using touchtone keys)

*Not available on some systems

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” (for help with voice commands)