

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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Cisco Unity Connection Optional Conversation 1



Connection Phone Menus and Shortcuts

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This card lists frequently used touchtone-key options 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 #.

Main Menu

Key	Action
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	Type
1	Voice messages
2	E-mails
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:

Keys	Action	Keys	Action
1	Rewind message	6	Fast playback
2	Pause/Resume	66	Faster playback
3	Fast-forward	7	Decrease volume*
33	Fast-forward to end	8	Reset volume*
4	Slow playback	9	Increase volume*
44	Slower playback	#	Skip message, save as is
5	Play message properties	##	Skip message, save as new (new, saved messages)

*Not available on some systems.

After Message Menu

After listening to a message, press:

Keys	Action
1	Skip back
4	Replay message
5	Play message properties
6	Forward message
7	Delete
8	Reply
82	Reply to all
88	Call the user*
9	Save/Restore as saved*
#	Save as is
##	Save as new/Restore as new*

*Not available on some systems.

Shortcuts

While listening to the Main menu, press:

Keys	Action
41	Change greetings
412	Turn on/off alternate greeting
421	Change message notification
423	Choose full or brief menus
431	Change phone password
432	Change recorded name
44	Change call transfer
51	Find messages from a user*
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	Action
31	Change addressing
32	Change recording
33	Set special delivery
34	Review recorded message

While listening to a message, press:

Keys	Action
336	Forward message
337	Delete message
338	Reply
339	Save/Restore as saved*
3382	Reply to all

*Not available on some systems.