



CHAPTER 7

Cisco Unity User Guide

This chapter should be used in conjunction with the *Cisco Unity User Guide, Release 4.0(5)*. New features are described in individual sections. Information that has changed in the *Cisco Unity User Guide, Release 4.0(5)*—either because Cisco Unity functionality changed, or because information was omitted or is incorrect—is described in the “[Errors and Changes](#)” section at the end of this chapter.

The Domino version of the *Cisco Unity User Guide* is available at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/user/guide/dom/5do.html; the Unified Messaging with Exchange version is available at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/user/guide/exum/5umex.html; the Voice Messaging with Exchange version is available at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/user/guide/exvm/5vmex.html.

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Alternate Greeting Notices (Cisco Unity Voice Messaging with Exchange Only)

**Note**

When alternate greeting notices are enabled for a Cisco Unity server, subscribers associated with the server are alerted when they send a message to a subscriber who has the alternate greeting enabled. If alternate greeting notices are enabled, consider providing the information below to subscribers.

An alternate greeting notice is a type of message receipt. When you send or leave a message for a subscriber who has the alternate greeting enabled, Cisco Unity delivers the message and sends you an alternate greeting notice that says:

“The alternate greeting for <subscriber name or ID> is on and will remain on until <expiration date for the greeting>. The message you sent was delivered, but the recipient may not be available to play it.”

You can play alternate greeting notices by phone or view the text in the Cisco Unity Inbox. Alternate greeting notices do not trigger message waiting indicators (MWIs).

Changing the Message Playback Speed in the Cisco Unity Assistant

**Note**

Provide the information below to subscribers. Note that Cisco Unity Assistant Help for the Personal Preferences page has been updated to reflect the information.

Do the procedure in this section to adjust the playback speed for all messages that you listen to by phone. The speed that you specify determines how fast Cisco Unity plays the bodies of messages and the recorded introductions of fax messages. It does not affect the speed of text-to-speech (TTS) messages, receipts, or message headers and footers. (TTS messages are always played at normal speed; the speed at which Cisco Unity plays receipts, and message headers and footers is determined by the speed specified for the Cisco Unity conversation.)

To Change Message Playback Speed in the Cisco Unity Assistant

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- Step 1** In the Cisco Unity Assistant, on the Preferences menu, click **Personal**.
 - Step 2** In the Message Playback Speed list, click the level at which you want to hear all messages that you listen to by phone.
 - Step 3** Scroll to the bottom of the page, and click **Save**.
-

Checking Messages by Phone When Cisco Unity Plays New Messages Automatically

**Note**

If Cisco Unity is set to play new messages automatically, provide the information below to applicable subscribers.

When you call Cisco Unity to check messages, your new messages begin playing automatically—you do not have to press a key. Note the following considerations:

- If you have the Message Type menu enabled, Cisco Unity plays the menu instead.
- Cisco Unity plays your recorded name, alternate greeting notification, and new message counts as specified.
- Cisco Unity plays system broadcast messages, full mailbox warnings, reminders to reset passwords, and other such prompts before new messages.
- You must indicate whether you want to save or delete a message before Cisco Unity plays the next new message.
- You can exit message playback to hear the Main menu at any time.
- If you have no new messages, you hear the Main menu.

Including Caller Information with Text Message Notifications

**Note**

Provide the information below to subscribers. Note that Cisco Unity Assistant Help for the Message Notification pages has been updated to reflect the information.

When you set Cisco Unity to send message notifications in the form of text messages to text pagers, text-compatible cell phones, or e-mail addresses, you can specify that Cisco Unity provide caller information in the notifications. Caller information appears after the message counts (as applicable), numbered in order of newest to oldest message. For example:

Urgent message for Technical Support.

Urgent Voice Count: 1

Voice Count: 2

E-mail Count: 2

1. Kelly Bader

2. 2065551205

3. Kelly Bader

4. Caller information unknown

<number to call Cisco Unity>

The information that Cisco Unity provides depends on who sent the message:

- Message from a Cisco Unity subscriber—Cisco Unity provides the display name associated with the subscriber. For remote subscribers, Cisco Unity provides the names or numbers, though both may be unfamiliar to you.
- Message from an unidentified caller—Cisco Unity provides the phone number (if available) of the caller. If the number is not available, Cisco Unity indicates “Caller information unknown.” Whether Cisco Unity can provide the phone number depends on the phone system that your organization uses.
- Message from a fax server—Cisco Unity provides the display name for the fax server.

If the information exceeds the maximum message length for your notification device, the message may be truncated.

To include caller information for a text message notification, check the Include Caller Information check box for the notification device in the Cisco Unity Assistant. Refer to Cisco Unity Assistant Help for detailed procedures on setting up notification devices.

Leaving a Message While Using Live Reply (“Call The Subscriber”)



Note

Provide the information below to applicable subscribers.

When you use the live reply feature to return a call from a subscriber and then leave a message for that subscriber, Cisco Unity uses your calling number to indicate who the message is from. Cisco Unity can correctly identify you only when you use live reply from your own extension or from a number that you have specified as an alternate device in the Cisco Unity Assistant.

When you call from another number, Cisco Unity may indicate that the message is from an unidentified caller even though you were logged on to Cisco Unity when you left the message.

Message Locator Searches Include Receipts (Cisco Unity with Exchange Only)



Note

If you set Cisco Unity to include receipts in Message Locator searches, provide the information below to applicable subscribers.

When you use Message Locator to search for messages from a particular subscriber, nondelivery receipts (NDRs), return (read and delivery) receipts, and alternate greeting notices are included in the search results—in addition to voice messages.

Specifying an Alternate Contact Number



Note

If you set Cisco Unity to allow callers to transfer from a subscriber greeting to an alternate contact number, provide the information and procedures below to applicable subscribers. Consider telling subscribers the key that you specified to allow callers to make the transfer, so they can include it in their greetings.

As a convenience to you and your callers, you can set Cisco Unity so that callers can transfer to an alternate contact number by pressing a key during your greetings. An alternate contact number can be the extension for an operator or for another subscriber (such as a supervisor or coworker), or any other number where you or another person can be reached. Your Cisco Unity administrator can tell you the key that callers press to make the transfer. When you specify an alternate contact number, you may want to update your greetings to include the information (for example: “I am away from my desk right now. Leave a message at the tone, or press 4 to transfer to another sales representative.”).

Depending on how Cisco Unity is set up, you may not be able to enter certain phone numbers. To specify an alternate contact number, use digits 0 through 9. You can also use:

- , (comma) to insert a one-second pause.
- # and * to correspond to the # and * keys on the phone.

Do not use spaces, dashes, or parentheses between digits. Begin with any access code needed to make an external call (for example, 9). For long-distance numbers, also include 1 and the area code.

This section contains two procedures. Do the applicable procedure to specify an alternate contact number by phone (regardless of your conversation style) or in the Cisco Unity Assistant.

To Specify an Alternate Contact Number by Phone (All Conversations)

- Step 1** Log on to Cisco Unity.
- Step 2** Press **4 3 4**.
- Step 3** Press **1** to specify an alternate contact number.
- Step 4** When prompted, enter the number followed by #.

Table 7-1 Use These Keys Anytime

Key	Task	Key	Task
*	Cancel or back up	0	Help

To Specify an Alternate Contact Number in the Cisco Unity Assistant

- Step 1** In the Cisco Unity Assistant, on the Preferences menu, click **Personal**.
- Step 2** On the Personal Preferences page, in the Alternate Contact Number field, enter the phone number that you want callers to transfer to when they press a key during your greetings.
- Step 3** Click **Save**.

Specifying the Send Menu That You Hear When You Send, Reply To, and Forward Messages



Note

Provide the information below to subscribers. Note that Cisco Unity Assistant Help for the Advanced Settings page has been updated to reflect the information.

You can select the Send menu style that you hear when you send, reply to, and forward messages. The Send menu style affects what you hear after you have recorded and addressed a message. (The Send menu style does not affect the order in which Cisco Unity prompts you to address and record messages.)

Table 7-2 shows the tiered menu options in the Standard Send menu and the compressed menu options in the Streamlined Send menu, which allows you to use fewer key presses to mark a message urgent, request a receipt, and perform other tasks after you have addressed and recorded a message.

Table 7-2 Standard and Streamlined Send Menu Options

Standard Send Menu Options	Streamline Send Menu Options
<ul style="list-style-type: none"> # - Send message 1 - Message options <ul style="list-style-type: none"> 1 - Change address <ul style="list-style-type: none"> 1 - Add name 2 - Hear all names 3 - Remove name 2 - Change recording <ul style="list-style-type: none"> 1 - Hear recording 2 - Save recording 3 - Rerecord 4 - Add to recording 3 - Set special delivery <ul style="list-style-type: none"> 1 - Urgent 2 - Return receipt 3 - Private 4 - Future delivery (Exchange only) 4 - Review message # - Send message 	<ul style="list-style-type: none"> # - Send message 1 - Urgent 2 - Return receipt 3 - Private 4 - Future delivery (Exchange only) 5 - Review recording 6 - Rerecord 7 - Add to recording 91 - Add name 92 - Hear all names (and delete names)

The Streamlined Send menu also offers a “skip and scan” method of reviewing and selecting addressees in lists. Press # to select a name in a list; press 7 to skip to the previous name and 9 to skip to the next name; press 77 to skip to the beginning of a list and 99 to skip to the end of a list.



Caution

When you switch from the Standard Send menu to the Streamlined Send menu, do not use old shortcuts to set special delivery options before sending a message. For example, out of habit, you may press 131# to mark a message urgent and send it. In the Streamlined Send menu, using the same shortcut marks the message urgent, private, and then marks the message normal again before it is sent.

You change the Send menu style only in the Cisco Unity Assistant, not by phone.

To Change the Send Menu Style

Step 1 In the Cisco Unity Assistant, on the Preferences menu, click **Advanced Settings**.

- Step 2** Check the **Use Streamlined Style for Sending Messages** check box.
- Step 3** Scroll to the bottom of the page, and click **Save**.
-

Using Live Record

**Note**

Provide the information below to applicable subscribers.

Live record allows you to record conversations while you talk to callers. The recorded conversation is stored as a message in your mailbox. You can play it or forward it to another subscriber or group of subscribers. Note that live record does not work properly when you have a full mailbox.

Before using live record, review the following disclaimer:

DISCLAIMER: The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record phone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal, state and/or local laws. Legal advice should be sought prior to implementing any practice that monitors or records any phone conversation. Some laws require some form of notification to all parties to a phone conversation, such as by using a beep tone or other notification method or requiring the consent of all parties to the phone conversation, prior to monitoring or recording the phone conversation. Some of these laws incorporate strict penalties. In cases where local laws require a periodic beep while a conversation is being recorded, the Cisco Unity phone system provides a user with the option of activating “the beep.” Prior to activating Cisco Unity’s call record function, check the laws of all applicable jurisdictions. This is not legal advice and should not take the place of obtaining legal advice from a lawyer. **IN ADDITION TO THE GENERAL DISCLAIMER THAT ACCOMPANIES THIS UNITY PRODUCT, CISCO ADDITIONALLY DISCLAIMS ANY AND ALL LIABILITY, BOTH CIVIL AND CRIMINAL, AND ASSUMES NO RESPONSIBILITY FOR THE UNAUTHORIZED AND/OR ILLEGAL USE OF THIS UNITY PRODUCT. THIS DISCLAIMER OF LIABILITY INCLUDES, BUT IS NOT NECESSARILY LIMITED TO, THE UNAUTHORIZED AND/OR ILLEGAL RECORDING AND MONITORING OF TELEPHONE CONVERSATIONS IN VIOLATION OF APPLICABLE FEDERAL, STATE AND LOCAL LAWS.**

Using Mobile Message Access for BlackBerry (Cisco Unity with Exchange Only)

**Note**

If you set up the Mobile Message Access for BlackBerry feature for your site, provide the information and procedures below to applicable subscribers.

You can use your BlackBerry device to check voice messages in your Cisco Unity mailbox. Voice messages appear along with other messages in your BlackBerry Inbox.

To set up your BlackBerry device to check voice messages in your Cisco Unity mailbox, you must specify that it uses the BlackBerry browser. In addition, the first time that you use the device to access Cisco Unity voice messages, you will need to specify the phone number that Cisco Unity calls to play

your messages. You can change the number at any time. To set up your device, do the first procedure in this section, “[To Set Up Your BlackBerry Device to Access Voice Messages in Your Cisco Unity Mailbox \(First-Time Use Only\)](#).”

Once your device is properly set up, you can use the second or third procedure (as applicable) in this section to check voice messages by using your BlackBerry device:

- [To Use Your BlackBerry Device to Check Voice Messages in Your Cisco Unity Mailbox \(Standard Conversation\)](#), page 7-8
- [To Use Your BlackBerry Device to Check Voice Messages in Your Cisco Unity Mailbox \(Optional Conversation 1\)](#), page 7-9

Note that you cannot use your device to play the voice messages that you may have received or saved before you set up the device.

Keypad mappings for other conversations are documented in the “Cisco Unity Phone Menus and Shortcuts” chapter of the *Cisco Unity User Guide*. Ask your Cisco Unity administrator which conversation you are set up to use.

To Set Up Your BlackBerry Device to Access Voice Messages in Your Cisco Unity Mailbox (First-Time Use Only)

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- Step 1** On your BlackBerry device, confirm that the Default Browser Configuration is set to use the **BlackBerry Browser**.
- Step 2** In the BlackBerry Inbox, click a Cisco Unity voice message, and then click **Open**.
- Step 3** In the message body, select the link and click **Get Link** from the menu.
- Step 4** In the **Cisco Unity Voicemail Password** field, enter the numeric password that you use to log on to Cisco Unity by phone.
- Step 5** In the **Number to Call to Play Messages** field, enter the phone number of the BlackBerry device or another phone, beginning with any access code needed to make an external call (for example, 9). Use digits 0 through 9. Do not use spaces, dashes, or parentheses between digits. For long-distance numbers, also include 1 and the area code. You can also enter:
- , (comma) to insert a one-second pause.
 - # and * to correspond to the # and * keys on the phone.



Note You cannot enter phone numbers that include plus signs (+). If you are experiencing difficulties with this setting, contact your Cisco Unity administrator.

- Step 6** Click **Submit**.
- Step 7** Test your setup:
- Click **Call #**.
 - Answer the phone when it rings; Cisco Unity should begin playing your message.
 - If the phone number does not work, click **Change #**, then repeat [Step 4](#) through [Step 7](#)
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To Use Your BlackBerry Device to Check Voice Messages in Your Cisco Unity Mailbox (Standard Conversation)

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- Step 1** In the BlackBerry Inbox, click a Cisco Unity voice message, and then click **Open**.

Step 2 In the message body, select the link and click **Get Link** from the menu.

Step 3 to activate it.

Step 4 Answer the phone when it rings.

Step 5 Use the following keys to control playback as you listen to a message:

Key(s)	Task	Key(s)	Task
1	Restart message	8	Pause/Resume
2	Save	9	Fast-forward
3	Delete	#	Fast-forward to end
4	Slow playback	##	Skip message, save as is
5	Change volume ¹	*	Cancel or back up
6	Fast playback	0	Help
7	Rewind message		

1. Not available on some systems.

Step 6 Use the following keys to manage the message after you have listened to it:

Key(s)	Task	Key(s)	Task
1	Replay message	6	Save as new (The message waiting indicator on your phone may light or remain lit.)
2	Save	7	Rewind message
3	Delete	9	Play message properties
4	Reply	#	Save as is
42	Reply to all	*	Cancel or back up
44	Call the subscriber ¹	0	Help
5	Forward message		

1. Not available on some systems.

Step 7 After saving or deleting the message, you can:

- Follow the system prompts to play another message or log on to Cisco Unity to perform other tasks.
- Hang up, and click the **Back** button on your device to return to the BlackBerry Inbox.

To Use Your BlackBerry Device to Check Voice Messages in Your Cisco Unity Mailbox (Optional Conversation 1)

Step 1 In the BlackBerry Inbox, click a Cisco Unity voice message, and then click **Open**.

Step 2 In the message body, select the link and click **Get Link** from the menu.

Step 3 Answer the phone when it rings.

Step 4 Use the following keys to control playback as you listen to a message:

Key(s)	Task	Key(s)	Task
1	Rewind message	6	Fast playback
2	Pause/Resume	66	Faster playback
3	Fast-forward	7	Decrease volume ¹
33	Fast-forward to end	8	Reset volume ¹
4	Slow playback	9	Increase volume ¹
44	Slower playback	#	Skip message, save as is
5	Play message properties	##	Skip message, save as new (The message waiting indicator on your phone may light or remain lit.)
6	Fast playback	*	Cancel or back up
66	Faster playback	0	Help

1. Not available on some systems.

Step 5 Use the following keys to manage the message after you have listened to it:

Key(s)	Task	Key(s)	Task
1	Skip back	88	Call the subscriber ¹
4	Replay message	9	Save
5	Play message properties	#	Save as is
6	Forward message	##	Save as new
7	Delete message	*	Cancel or back up
8	Reply	0	Help
82	Reply to all		

1. Not available on some systems.

Step 6 After saving or deleting the message, you can:

- Follow the system prompts to play another message or log on to Cisco Unity to perform other tasks.
- Hang up, then click the **Back** button on your device to return to the BlackBerry Inbox.

Errors and Changes

The following sections apply to the *Cisco Unity Unified Messaging User Guide (With IBM Lotus Domino)*, Release 4.0(5) at

http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/user/guide/dom/5do.html, the *Cisco Unity Unified Messaging User Guide (With Microsoft Exchange)*, Release 4.0(5) at

http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/user/guide/exum/5umex.html, and to the *Cisco Unity Voice Messaging User Guide (With Microsoft Exchange), Release 4.0(5)* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/user/guide/exvm/5vmex.html, unless otherwise noted:

- [Finding Messages by Phone, page 7-11](#)
- [Sending and Responding to Messages, page 7-11](#)
- [Changing Personal Settings, page 7-11](#)
- [Changing the Volume of the Cisco Unity Conversation, page 7-12](#)
- [Changing the Speed of the Cisco Unity Conversation, page 7-12](#)
- [Changing Playback Volume for Messages, page 7-12](#)
- [Using the Cisco Unity Assistant to Set Up a Notification Device, page 7-12](#)
- [Phone Menus for the Standard Conversation, page 7-12](#)
- [Phone Menus for Optional Conversation 1, page 7-13](#)
- [Phone Menus for Alternate Keypad Mapping N, page 7-13](#)
- [Phone Menus for Alternate Keypad Mapping S, page 7-14](#)

Finding Messages by Phone

In the “Finding Messages by Phone” chapter, the description of the Go-to-Message feature incorrectly states that the feature applies only to saved messages.

The Go-to-Message feature works with new, saved, and deleted messages.

Sending and Responding to Messages

The key presses in procedures in the “Sending a Voice Message by Phone,” “Replying to a Message by Phone,” and “Forwarding a Message by Phone” sections of the “Sending and Responding to Messages” chapter are accurate only when subscribers use the Standard Send menu. When subscribers use the Streamlined Send menu, the key presses are different.

See the “[Specifying the Send Menu That You Hear When You Send, Reply To, and Forward Messages](#)” section on page 7-6 for information on the Send menus.

Changing Personal Settings

The procedures for changing personal settings by phone in the “Changing Personal Settings” chapter incorrectly state that they are intended for use only by subscribers using the standard conversation or Optional Conversation 1.

The procedures apply to all conversations.

Changing the Volume of the Cisco Unity Conversation

The “Changing the Volume of the Cisco Unity Conversation” section in the “Changing Phone Menu Preferences” chapter incorrectly states that the Volume control in the Cisco Unity Assistant allows subscribers to adjust the volume of the Cisco Unity conversation. The volume of the conversation cannot be adjusted. Disregard the section.

Changing the Speed of the Cisco Unity Conversation

The “Changing the Speed of the Cisco Unity Conversation” section in the “Changing Phone Menu Preferences” chapter incorrectly states that the Speed setting is located on the Phone Menu Preferences page in the Cisco Unity Assistant. The setting has been moved and renamed to clarify its purpose—it is called Conversation Speed and is located on the Personal Preferences page.

The section also incorrectly states that the setting does not affect the speed of recorded names and subscriber greetings. The setting controls the speed for all elements of the Cisco Unity conversation—prompts, recorded names, receipts, message headers and footers, and subscriber greetings.

Note that the content has been clarified in Cisco Personal Communications Assistant Help.

Changing Playback Volume for Messages

The Cisco Unity Assistant procedure in the “Changing Playback Volume for Messages” section in the “Changing Recording and Playback Settings” chapter incorrectly states that the Volume setting is located on the Phone Menu Preferences page in the Cisco Unity Assistant. The setting has been moved and renamed to clarify its purpose—it is called Message Playback Volume and is located on the Personal Preferences page.

Note that the content has been clarified in Cisco Personal Communications Assistant Help.

Using the Cisco Unity Assistant to Set Up a Notification Device

The procedures in the “Using the Cisco Unity Assistant to Set Up a Notification Device” section in the “Changing Message Notification Settings” chapter do not clearly explain how message notification schedules work.

When you have new messages during the active hours of a notification schedule, Cisco Unity makes notification calls. When new messages arrive during inactive hours, Cisco Unity sends message notifications at the start of the next active hour in your schedule. The procedures do not mention that Cisco Unity sends a message notification for any message that is marked new at the start of the next active hour in your schedule—even if you already received notification for the particular message.

Note that the content has been clarified in Cisco Personal Communications Assistant Help.

Phone Menus for the Standard Conversation

In the “Phone Menus for the Standard Conversation” section in the “Phone Menus and Shortcuts” chapter, three options in the During Message menu and After Message menu tables incorrectly state that the options apply only to saved messages. The options apply to new, saved, and deleted messages.

The following options and tasks are correct:

Key(s)	Task
12	Play message by number
14	Play previous message
16	Play next message

Phone Menus for Optional Conversation 1

In the “Phone Menus for Optional Conversation 1” section in the “Phone Menus and Shortcuts” chapter, three options in the During Message menu and After Message menu tables incorrectly state that the options apply only to saved messages. The options apply to new, saved, and deleted messages.

The following options and tasks are correct:

Key(s)	Task
12	Play message by number
14	Play previous message
16	Play next message

Phone Menus for Alternate Keypad Mapping N

In the “Phone Menus for Alternate Keypad Mapping N” section in the “Phone Menus and Shortcuts” chapter, the During Message menu and After Message menu tables are incorrect.

Use the following tables instead.

During Message Menu and Shortcuts (Alternate Keypad Mapping N)

While listening to a message, press:

Key(s)	Task
1	Rewind message
21	Slow down
23	Speed up
3	Fast-forward
4	Play previous message
6	Skip message, save as is
71	Reply
77	Skip message, mark as saved
78	Skip message, save as new
70	Play message properties

Key(s)	Task
9	Call the subscriber*
#	Cancel or back up
0	Operator

*Not available on some systems.

After Message Menu and Shortcuts (Alternate Keypad Mapping N)

After listening to a message, press:

Key(s)	Task
1	Rewind
4	Play previous message
6	Save as is
9	Call the subscriber*
70	Play message properties
71	Reply
72	Replay message
73	Forward message
74	Reply to all
76	Delete
77	Save/Restore as saved*
78	Save/Restore as new*
*	Cancel or back up
0	Operator

*Not available on some systems.

Phone Menus for Alternate Keypad Mapping S

In the “Phone Menus for Alternate Keypad Mapping S” section in the “Phone Menus and Shortcuts” chapter, the During Message menu and After Message menu tables are incorrect.

Use the following tables instead.

During Message Menu and Shortcuts (Alternate Keypad Mapping S)

While listening to a message, press:

Key(s)	Task
13	Forward message
14	Call the subscriber*

Key(s)	Task
15	Play previous message
17	Reply
18	Change volume*
2	Rewind message
22	Skip message body
3	Delete
4	Fast-forward
5	Skip message, save as is
7	Save/Restore as saved*
8	Skip to message footer
#	Fast-forward to end of message
*	Pause/Resume
*3	Slow playback
*8	Fast playback

*Not available on some systems.

After Message Menu and Shortcuts (Alternate Keypad Mapping S)

After listening to a message, press:

Key(s)	Task
13	Forward message
15	Play previous message
17	Reply
2	Rewind message
22	Replay message
3	Delete
42	Reply to all
44	Call the subscriber*
5	Save as is
6	Save/Restore as new*
7	Save/Restore as saved*
8	Deliver e-mail/fax to fax machine*
9	Play message properties
*	Cancel or back up

*Not available on some systems.

