

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:



Copyright © 2005 Cisco Systems, Inc. All rights reserved. Cisco, Cisco IOS, Cisco Systems, and the Cisco Systems logo are registered trademarks of Cisco Systems, Inc. or its affiliates in the United States and certain other countries. All other brands, names, or trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0501R)

OL-10003-01
UM—Exchange—Opt Conv 1



Cisco Unity Phone Menus and Shortcuts

Published March 6, 2006

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.)

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

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

During Message Menu

While listening to a message, press:

Keys	Task	Keys	Task
1	Rewind message five seconds	6	Fast playback
2	Pause/Resume	66	Faster playback
3	Fast-forward five seconds	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.

Shortcuts for During Message Menu

While listening to a message, press:

Keys	Task
332	Deliver e-mail/fax to fax machine*
334	Restart message
335	Play message properties
336	Forward
337	Delete
338	Reply
3382	Reply to all
339	Save/Restore as saved*

*Not available on some systems.

After Message Menu

After listening to a message, press:

Keys	Task
1	Rewind five seconds from end of message
2	Deliver e-mail/fax to fax machine*
4	Replay message
5	Play message properties
6	Forward message
7	Delete
8	Reply
82	Reply to all
88	Call the subscriber*
9	Save/Restore as saved*
#	Save as is
##	Save as new/Restore as new*

*Not available on some systems.

Send Message Menu

After addressing and recording, press:

Key(s)	Task
#	Send message
1	Mark urgent
2	Request return receipt
3	Mark private*
4	Request future delivery
5	Review recording
6	Rerecord
7	Add to recording
91	Add name
92	Hear all names (and delete names)
*	Cancel message

*Some systems may offer private and secure delivery.