

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:



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Cisco Unity Phone Menus and Shortcuts

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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 and Shortcuts

| 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 |

During Message Menu

While listening to a message, press:

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

*Not available on some systems.

Shortcuts for During Message Menu

While listening to a message, press:

| Keys | Task |
|------|------------------------------------|
| #4 | Reply |
| #42 | Reply to all |
| #5 | Forward message |
| #6 | Save as new |
| #8 | Deliver e-mail/fax to fax machine* |
| #9 | Play message properties |
| 77 | Rewind ten seconds |
| 99 | Fast-forward ten seconds |

*Not available on some systems.

After Message Menu

After listening to a message, press:

| Key(s) | Task |
|--------|------------------------------------|
| 1 | Replay message |
| 2 | Save |
| 3 | Delete |
| 4 | Reply |
| 42 | Reply to all |
| 44 | Call the subscriber* |
| 5 | Forward message |
| 6 | Save as new |
| 7 | Rewind five seconds |
| 8 | Deliver e-mail/fax to fax machine* |
| 9 | Play message properties |
| # | Save as is |

*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 |
| 5 | Review recording |
| 6 | Rerecord |
| 7 | Add to recording |
| 91 | Add name |
| 92 | Hear all names (and delete names) |
| * | Cancel message |