

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
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:

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/Restore as new*
#8	Deliver 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/Restore as saved*
3	Delete
4	Reply
42	Reply to all
44	Call the subscriber*
5	Forward message
6	Save as new/Restore as new*
7	Rewind five seconds
8	Deliver 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*
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.