Accessing Unity Connection

1. Call Cisco Unity Connection.
   From your desk phone, dial:

   From another phone within your organization, dial:

   From outside your organization, dial:

4. Enter your PIN, and press #.

Cisco Unity Connection Voice Commands

Release 10.x

This card lists frequently used voice commands for managing Cisco Unity Connection messages and user preferences by phone.

Technical Support
For Unity Connection support, contact:

Tip: If you forget your PIN, sign in to the Cisco PCA and browse to the Personal Preferences page in the Messaging Assistant to change it.
The Cisco PCA URL is:

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Playing Messages
While listening to the Main menu, say:
“Play messages” (for all messages)
Or a combination of these options
“Play
— <new or saved or deleted>
— <urgent or private or urgent and private>
— <voice messages or emails* or faxes* or external messages* or receipts or meetings*>”
Or a combination of these options, for messages from Connection users
“Play
— <new or saved or deleted>
— <urgent or private or urgent and private>
— messages from <name of Connection user>”

Message Playback
During or after message playback, say:
“Repeat message”
“Next message”
“Previous message”
“Save”
“Delete”
“Reply” or “Reply to all”
“Forward”
“Mark new”
“Message properties”
“List recipients” (Unity Connection 8.5 and later)
“Call sender”*
“Resend” (to resend the original message after you receive a non-delivery receipt)

Sending a Message
While listening to the Main Menu, say:
“Send a message”
“Send <urgent or private or urgent and private> message to <name of Connection user>”
After addressing and recording the message, say:
“Send”
“Edit message”
“Review message properties” (to hear only message properties)
“Review message” (to hear the recorded message and message properties)
“Edit recipients”
“Set <urgent or private or urgent and private>”
“Cancel <urgent or private or urgent and private>”
“Set receipt”
“Cancel receipt”
“Future delivery”
“Cancel future delivery”

Placing Calls
While listening to the Main Menu, say:
“Call <name of Connection user>”
“Call <extension>”
(Say each digit individually. For example, say “One, zero, zero” not “One hundred.”)
“Call <name of contact> at <home or work or mobile>”

Universal Commands
Say these commands anytime:
“Cancel”
“Main menu” (to return to Main menu)
“Repeat” (to repeat message or menu prompts)
“Pause” or “Resume”
“End call” or “Goodbye”
“Help” (for help with voice commands)
Other Commands

While listening to the Main menu, say:

“Play <greeting name> greeting”

“Record <greeting name> greeting”

“Turn on <greeting name> greeting” (to enable the greeting indefinitely)

“Turn on <greeting name> greeting until <date>”

“Turn off <greeting name> greeting”

“Change my PIN”

“List my number in the directory”

“Do not list my number in the directory”

“Play my recorded name”

“Change my recorded name”

“Empty Deleted Items folder”*

“Touchtone conversation” (switches to phone keypad input for remainder of call)

“Setup options” (switches to phone keypad input; to switch back, keep pressing * until you hear “Voice command conversation”)

“Tutorial” (to access a set of tutorials on working with voice commands)

*Not available on some systems