Technical Support
For 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:

Cisco Unity Connection Voice Commands
Published June 2012
This card lists frequently used voice commands for managing Cisco Unity Connection messages and user preferences by phone.

Accessing Connection
1. Call Cisco Unity Connection.
   - 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 Connection answers.
3. If prompted, enter your Cisco Unity Connection ID (usually your desk phone extension), and press #.
4. Enter your PIN, and press #.

Playing Messages
While listening to the Main menu, say:
- "Play messages" (for all messages)
- Or a combination of these options
  - "Play" or "Save or saved or deleted"
  - "urgent or urgent and private"
  - "voice messages or phone" or "email or emails*" or "faxes*" or "external messages*"
  - "receipts or meeting*"
- Or a combination of these options, for messages from Connection users
  - "Play"
  - "Save or saved or deleted"
  - "urgent or urgent and private"
  - "messages from specific number or name of Connection user*"

* Not available on some systems

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

*Not available on some systems

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"
"Set receipt"
"Cleared receipt"
"Future delivery"
"Cleared future delivery"

Placing Calls
While listening to the Main Menu, say:
"Call name of Connection user"
"Call connections" (say each digit individually. For example, say "One, two, three," not "One hundred.")
"Call name of contacts at home or work or mobile"

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 off <greeting name> greeting until caller"

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 urgent names greeting"
"Record urgent names greeting"
"Turn on urgent names greeting" (to enable the greeting indefinitely)
"Turn off urgent names greeting until caller"
"Turn all greeting names on/off"

"List my number in the directory"
"Do not list my number in the directory"
"Play my recorded name"
"Change my PIN"
"List my number in the directory"
"Empty Deleted Items folder"*

*Not available on some systems

"Touchtone conversation" (switches to phone keypad input for reminder 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)