



# Working with Cisco Unity Connection by Phone

- [About the Connection Conversation, on page 1](#)
- [Using the Phone Keypad with the Connection Conversation, on page 1](#)
- [Using Voice Commands with the Connection Conversation, on page 2](#)

## About the Connection Conversation

When you access Cisco Unity Connection by phone, you hear the Connection conversation. Its recorded instructions and prompts guide you as you send and receive messages, record greetings, and change your preferences. You can use any phone to access Connection.

There are two ways in which you can use Connection by phone:

<b>Phone keypad</b>	Press the keys on the phone keypad.  Use this option when it is not important to have both hands free, when you are in an environment with significant background noise, or when you want more Connection feature options.
<b>Voice commands</b>	Speak into the phone handset, headset, or speakerphone.  Use this option when you want hands-free access to the Connection system.



**Note** Some TTY phones (text phones) do not have the capability to send the appropriate tones. In this case, TTY users may need to use the phone keypad when navigating the Connection conversation.

## Using the Phone Keypad with the Connection Conversation

There are several versions of the Connection conversation, each providing different keypad mappings for the Connection menu options. (For example, you might press 3 to delete a message in one version but press 7 to delete a message in another version.)

Your Connection administrator determines the conversation version that you hear. Typically, an administrator will select a conversation that has a keypad mapping that is familiar to you. Ask your Connection administrator which conversation you are set up to use.

**Related Topics**[Cisco Unity Connection Phone Menus and Voice Commands](#)

## Using Voice Commands with the Connection Conversation

Cisco Unity Connection provides a voice-recognition option that lets you say what you want to do in the Connection conversation. Voice commands are intuitive, easy to use, and available for most voice-messaging tasks.

Procedures in the *User Guide for the Cisco Unity Connection Phone Interface* describe the voice commands you can use, or you can say "Help" at any time to get more information on any menu.

At the Main menu, you can access a set of tutorials on working with voice commands by saying "Tutorial."

You can say commands at most points in the conversation—you do not have to wait for the system to finish a prompt. In addition, if you know exactly what you want to do, you can say more complex commands without having to navigate through a hierarchy of menus to accomplish a task. For example, you can say, "Send a private and urgent message to Tina Chen" at the Main menu.

If you are not comfortable saying commands or you are in a situation where your commands are not recognized by the system (for example, you are on a mobile phone where there is background noise), you can switch to using only the phone keypad for the remainder of the call. To turn off voice commands, say "Touchtone conversation" or press the applicable key at the Main menu. Your Connection administrator can tell you the key, or you can say "Touchtone command Help." To switch back to using voice commands, hang up and sign in to Connection again.

For select commands, you can press the applicable key without turning off voice commands. Your Connection administrator can tell you the commands and the corresponding keys, or you can say "Touchtone command Help."

Your Connection administrator determines whether the voice-recognition option is available to you.

**Related Topics**[Voice Commands](#)