



## **User Guide for the Cisco Unity Connection Phone Interface (Release 15)**

**First Published:** 2021-03-15

**Last Modified:** 2023-06-12

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# CHAPTER 1

## Enrolling as a Cisco Unity Connection User

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- [About Enrollment, on page 1](#)
- [Enrolling as a User, on page 1](#)

### About Enrollment

Your first step in using Cisco Unity Connection is to enroll as a user, which you do by phone. Typically, Connection is set up so that you hear the first-time enrollment conversation when you call the system for the first time.

The first-time enrollment conversation is a set of prerecorded prompts that guide you as you do the following tasks:

- Record your name.
- Record a greeting that outside callers hear when you do not answer your phone.
- Change your PIN.
- Choose whether to be listed in the directory. (When you are listed in the directory, callers who do not know your extension can reach you by spelling or saying your name.)

Typically, your Connection administrator gives you an ID (usually your desk phone extension) and a temporary PIN.

At any time after enrollment, you can rerecord your name and greeting, or change your PIN and directory listing status.

#### Related Topics

- [Enrolling as a User, on page 1](#)

### Enrolling as a User

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- Step 1** Dial the applicable number to call Cisco Unity Connection from your desk phone, from another phone within your organization, or from outside your organization.
- Step 2** If you are calling from another phone within your organization or from outside your organization, press \* (star key) when Connection answers.

**Step 3** Respond as prompted. You do not need to refer to any Connection documentation during enrollment. The system will tell you when the enrollment process is complete.

If you hang up before you have enrolled completely, the first-time enrollment conversation plays again the next time you sign in to Connection.

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**Related Topics**

[About Enrollment](#), on page 1



## CHAPTER 2

# Working with Cisco Unity Connection by Phone

- [About the Connection Conversation, on page 3](#)
- [Using the Phone Keypad with the Connection Conversation, on page 3](#)
- [Using Voice Commands with the Connection Conversation, on page 4](#)

## 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](#), on page 79

## 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](#), on page 99



## CHAPTER 3

# Voicemail Basics

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- [Calling Cisco Unity Connection, on page 5](#)
- [Sending Messages, on page 5](#)
- [Checking Messages, on page 8](#)
- [Replying to Messages, on page 10](#)
- [Forwarding Messages, on page 11](#)
- [Managing Receipts, on page 13](#)

## Calling Cisco Unity Connection

You can call Cisco Unity Connection from your desk phone, from another phone within your organization, or from outside your organization.

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**Step 1** Dial the applicable number to call Connection.

**Step 2** If you are calling from another phone within your organization or from outside your organization, press \* (star key) when Connection answers.

**Step 3** If prompted, enter your ID and press # (pound key).

**Step 4** Enter your Connection PIN and press #.

**Note** If you use the voice-recognition option, Connection may prompt you to say your PIN or to enter it on the phone keypad. To say your PIN, speak each digit individually. If Connection is not able to recognize your PIN on the first attempt, you must enter it on the keypad. (For security reasons, you may want to enter your PIN on the keypad rather than say it; this option is always available to you.)

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## Sending Messages

*Revised June 7, 2016*

You can send voice messages to other Cisco Unity Connection users without dialing their extensions. This can be helpful when you do not want to disturb a user or when you do not have time for a phone conversation. Sending voice messages may also help to avoid misunderstandings that can be "read" into email messages.

You can address a voice message to one or multiple recipients, and to private and system distribution lists. Depending on the input style you are using, you address a message either by saying the name of a Connection user or distribution list, or by using the phone keypad to spell the name of the user or list, or to enter the extension or list number.

The following special delivery options are available:

<b>Urgent</b>	Mark a message urgent so that Connection sends it before regular messages.
<b>Return receipt</b>	Request a return receipt so that Connection notifies you when the recipient opens the message.  <b>Note</b> You may or may not receive receipts in response to your requests, depending on how your recipient's and your voicemail accounts are set up. And when you do receive receipts, they can be either read receipts or delivery receipts, again depending on how the voicemail accounts are set up.
<b>Private</b>	Mark a message private so that the recipient knows to treat it confidentially. Connection users cannot forward private messages by phone.
<b>Future delivery</b>	Deliver the message at the future date or time that you specify.

In addition to audio messages, you can also record a video message for an identified or unidentified user in case of Ring Not Answered (RNA) using phone keypad only.

## Sending a Voice Message by Using the Phone Keypad

- 
- Step 1** Call and sign in to Connection.
- Step 2** At the Main menu, select the option **Send a Message**.
- Step 3** Follow the prompts to record, address, and send the voice message.

To pause or resume recording, press **8**. To end recording, press **#**.

- Tip**
- While addressing the message, press **##** to switch between spelling and number entry.
  - To address the message to a private list, enter the list number by using number entry, or, if the list has a display name in the Messaging Assistant web tool, spell the name by using spelling entry.
  - When more than one user matches your addressing entries, Connection plays a list of matches that you can navigate quickly. Press **#** to select a recipient from a list; press **7** to skip to the previous name and **9** to skip to the next name; and press **77** to skip to the beginning of a list and **99** to skip to the end of a list.
- 

## Sending a Voice Message by Using Voice Commands

- 
- Step 1** Call and sign in to Connection.



**Step 2** When Connection asks, "What do you want to do," say:

"Send a message."

**Tip** To address the message before recording it or to specify a message property, say it now. For example: "Send an urgent message to Tim Smith" or "Send a private message."

**Step 3** Record the message. When you are finished, press # or stay silent for a few seconds.

To pause or resume recording, press 8.

**Step 4** When prompted, say the name of a message recipient.

If Connection adds a recipient that you did not intend, say "**Remove**" to remove the last recipient added or "**Edit recipients**" to remove other recipients.

When you are finished addressing the message, say "**Done**."

**Tip**

- For faster addressing, say the name of the next recipient before Connection finishes the confirmation message.
- To temporarily switch to using the phone keypad for adding a recipient, press 9. Connection returns to voice-recognition mode after you add the recipient.

**Step 5** Follow the prompts and use the following voice commands to finish the message:

Action	Voice Command
Send the message	"Send"
Review or edit list of message recipients	"Edit recipients"
Add other recipients	"Add names"
Edit recorded message	"Change recording"
Review message properties	"Review message properties"
Mark message as urgent	"Mark urgent"
Mark message as private	"Mark private"
Mark message as urgent and private	"Mark urgent and private"
Mark message for return receipt	"Return receipt"
Deliver the message at a future date or time When Connection asks when you want the message delivered, say "Today," "Tomorrow," a day of the week, or a calendar date, and a time of day. You must say "Send" when you are ready to have the message queued for future delivery.	"Future delivery"
Cancel future delivery	"Cancel future delivery"

Action	Voice Command
Review recorded message and message properties	"Review message"

## Checking Messages

*Revised November 16, 2010*

You can check new and saved messages in your Cisco Unity Connection mailbox by phone, as well as messages in your email application.

You can save or delete messages during message playback or after you listen to an entire message.

Ask your Connection administrator if the system is set up to enforce a message-retention policy and, if so, how long it stores your messages before permanently deleting them. (Connection does not indicate when a message-retention policy is enforced, nor does it warn you before messages are permanently deleted as a result of such a policy.)



**Note** Once a user is signed in to Unity Connection, the user can only play the video messages received from the users or outside callers through RNA scenarios. The user can not compose a video message even if the video messaging is enabled for the user.

## Checking Messages by Using the Phone Keypad

**Step 1** Call and sign in to Connection.

**Step 2** At the Main menu, select the applicable menu option:

Option	Description
<b>Play New Messages or Review Old Messages</b>	For messages in your Connection mailbox.
<b>Play External Messages</b>	For messages in your email application.

**Step 3** Follow the prompts to listen to and manage your messages.

## Checking Messages by Using Voice Commands

**Step 1** Call and sign in to Connection.

**Step 2** When Connection asks, "What do you want to do," say:

"**Play Messages.**" Connection tells you the total number of new and saved messages in your Connection mailbox, plays all new voice messages, emails, and receipts, then plays saved messages.

Or

Use the following commands to select the type of messages that you want to hear:

Action	Voice Command
Hear new and saved voice messages or emails or external messages or receipts (Depending on how Connection is set up at your organization, you may not receive all types of receipts.)	"Play <voice messages/emails/external messages/receipts>"
Hear all new messages	"Play new messages"
Hear new or saved or deleted voice messages from a Connection user	"Play <new/saved/deleted> messages from <name of user>"
Hear saved voice messages or emails or external messages or receipts (Depending on how Connection is set up at your organization, you may not receive all types of receipts.)	"Play saved <voice messages/emails/external messages/receipts>"
Hear all saved messages	"Play saved messages"
Hear deleted voice messages or emails or receipts (Depending on how Connection is set up at your organization, you may not receive all types of receipts.)	"Play deleted <voice messages / emails / receipts>"
Hear all deleted messages (Not available on some systems.)	"Play deleted messages"

### Step 3

Follow the prompts and use the following voice commands to manage the message after you have listened to it:

Action	Voice Command
Replay message	"Repeat"
Play previous message	"Previous"
Play next message	"Next"
Save or restore as saved	"Save"
Delete message	"Delete"
Reply to message	"Reply"
Reply to all	"Reply all"
Resend original message (nondelivery receipts only)	"Resend"
Call message sender	"Call sender"

Action	Voice Command
(Not available on some systems.)	
Forward message	"Forward"
Save or restore as new	"Mark new"
Rewind message	N/A
Send to a fax machine for printing (Not available on some systems.)	"Fax"
Play message properties	"Message properties"

## Replying to Messages

When you reply to a message, you can reply to only the sender or to the sender and all other recipients, and you can add recipients. You can also respond to nondelivery receipts (NDRs) by resending the original message.

A message from "Cisco Unity Connection Messaging System" means that the caller was not a Connection user or was not signed in as a user when the message was left. You cannot reply to messages from such callers.

## Replying to a Voice Message by Using the Phone Keypad

- Step 1** After listening to the message, select the menu option **Reply** or **Reply to All**.
- Step 2** Follow the prompts to record, add more recipients to, and send the reply.  
To pause or resume recording, press **8**. To end recording, press **#**.
- Step 3** After you send the reply, follow the prompts to handle the original message.

## Replying to a Voice Message by Using Voice Commands

- Step 1** After listening to the message, say:  
"**Reply**" to reply to the sender.  
Or  
"**Reply All**" to reply to the sender and to all message recipients.
- Step 2** Record your reply. To pause or resume recording, press **8**.  
When you are finished, press **#** or stay silent for a few seconds.

**Step 3** Follow the prompts and use the following voice commands to finish the reply:

Action	Voice Command
Send the message	"Send"
Review or edit list of message recipients	"Edit recipients"
Add other recipients	"Add names"
Edit recorded message	"Change recording"
Review message properties	"Review message properties"
Mark message as urgent	"Mark urgent"
Mark message as private	"Mark private"
Mark message as urgent and private	"Mark urgent and private"
Mark message for return receipt	"Return receipt"
Deliver the message at a future date or time When Connection asks when you want the message delivered, say "Today," "Tomorrow," a day of the week, or a calendar date, and a time of day. You must say "Send" when you are ready to have the message queued for future delivery.	"Future delivery"
Cancel future delivery	"Cancel future delivery"
Review recorded message and message properties	"Review message"

**Step 4** After you send the reply, follow the prompts to handle the original message.

## Forwarding Messages

Messages marked private cannot be forwarded by phone. This includes any voice message that you or another Connection user marked private.

### Forwarding a Message by Using the Phone Keypad

**Step 1** After listening to the message, select the option **Forward the Message**.

**Step 2** Follow the prompts to record an introduction, address, and send the forwarded message.

To pause or resume recording, press **8**. To end recording, press **#**.

- Tip**
- While addressing the message, press **##** to switch between spelling and number entry.
  - To address the message to a private list, enter the list number by using number entry, or, if the list has a display name in the Messaging Assistant web tool, spell the name by using spelling entry.
  - When more than one user matches your addressing entries, Connection plays a list of matches that you can navigate quickly. Press **#** to select a recipient from a list; press **7** to skip to the previous name and **9** to skip to the next name; and press **77** to skip to the beginning of a list and **99** to skip to the end of a list.

**Step 3** After you send the forwarded message, follow the prompts to handle the original message.

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## Forwarding a Message by Using Voice Commands

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**Step 1** After listening to the message, say "**Forward.**"

**Step 2** Record an introduction to the forwarded message, if applicable. To pause or resume recording, press **8**.

When you are finished, press **#** or stay silent for a few seconds.

**Step 3** When prompted, say the name of a message recipient.

If Connection adds a recipient that you did not intend, say "**Remove**" to remove the last recipient added or "**Edit recipients**" to remove other recipients.

When you are finished addressing the message, say "**Done.**"

- Tip**
- For faster addressing, say the name of the next recipient before Connection finishes the confirmation message.
  - To temporarily switch to using the phone keypad for adding a recipient, press **9**. Connection returns to voice-recognition mode after you add the recipient.

**Step 4** Follow the prompts and use the following voice commands to finish the forwarded message:

Action	Voice Command
Send the message	"Send"
Review or edit list of message recipients	"Edit recipients"
Add other recipients	"Add names"
Edit recorded message	"Change recording"
Review message properties	"Review message properties"
Mark message as urgent	"Mark urgent"
Mark message as private	"Mark private"
Mark message as urgent and private	"Mark urgent and private"

Action	Voice Command
Mark message for return receipt	"Return receipt"
Deliver the message at a future date or time When Connection asks when you want the message delivered, say "Today," "Tomorrow," a day of the week, or a calendar date, and a time of day. You must say "Send" when you are ready to have the message queued for future delivery.	"Future delivery"
Cancel future delivery	"Cancel future delivery"
Review recorded message and message properties	"Review message"

**Step 5** After you have sent the forwarded message, follow the prompts to handle the original message.

## Managing Receipts

*Revised November 16, 2010*

As you work with Cisco Unity Connection, you may manage the following types of receipts:

<b>Read</b>	Receipt message that informs you when the recipient plays your message.
<b>Delivery</b>	Receipt message that informs you when your message was delivered to the intended recipient.
<b>Nondelivery</b>	Receipt message that informs you when your message could not be delivered to the intended recipient.

Although you can request only return receipts in the Connection phone interface, you may be able to specifically request read or delivery receipts by using an email application. Note that you may or may not receive receipts in response to your requests, depending on how your recipient's and your voicemail accounts are set up. And when you do receive receipts in response to your receipt requests, they can be either read receipts or delivery receipts, again depending on how the voicemail accounts are set up.

When you check messages, Connection plays receipts along with your other messages. You play and delete receipts in the same way as other messages; you cannot reply to or forward them.

For read receipts, Connection plays a list of the recipients who played the message you sent. For nondelivery receipts (NDRs), Connection identifies recipients whose mailboxes did not accept the message.

After Connection plays an NDR, you can hear the original message and resend it to the recipient(s) who failed to receive it. You can record an introduction, modify the recipient list, and change delivery options when resending a message. Once you resend the message, Connection automatically deletes the NDR.

## Managing Receipts by Using the Phone Keypad

---

- Step 1** Call and sign in to Connection.
- Step 2** At the Main menu, select the option **Play New Messages**, then **Receipts**.
- Step 3** Follow the prompts to manage your receipts.
- 

## Managing Receipts by Using Voice Commands

---

- Step 1** Call and sign in to Connection.
- Step 2** When Connection asks, "What do you want to do," say:
- "Play Receipts."** Connection tells you the total number of receipts that you have, then plays them.
- Or
- "Play <new/saved/deleted> receipts."** Connection tells you the number of receipts that meet your criteria, then plays them.
- Step 3** Follow the prompts and use the following voice commands to manage the receipt after you have listened to it:

Action	Voice Command
Replay receipt	"Repeat"
Save or restore as saved	"Save"
Delete receipt	"Delete"
Resend original message (NDRs only)	"Resend"
Save as new	"Mark new"
Rewind receipt	(No command available)
Play receipt properties	"Message properties"
Play original message (NDRs only)	"Play original message"

---





## CHAPTER 4

# Finding Messages

- [About Finding Messages, on page 15](#)
- [Finding Messages by Using the Message Locator Option, on page 15](#)
- [Finding Messages by Using the Phone View Option, on page 16](#)
- [Finding Messages by Using the Go to Message Option, on page 18](#)

## About Finding Messages

Cisco Unity Connection offers three options for finding messages by phone:

<b>Message Locator</b>	Allows you to find new and saved voice messages based on search criteria.
<b>Phone View</b>	Allows you to find new and saved voice messages based on search criteria, then displays results on your Cisco IP phone screen.
<b>Go to Message</b>	Allows you to find a saved message based on the message number.

Not all of these options may be available to you. Check with your Connection administrator.

## Finding Messages by Using the Message Locator Option

With Message Locator, you find voice messages from a particular user by entering the name of the user or the extension. You can also find voice messages from all outside callers or messages left by callers who called from a specific number.

Based on the criteria that you enter, Cisco Unity Connection begins playing messages as they are found. By default, messages are presented in order of newest to oldest—regardless of whether the messages are new or saved—though your Connection administrator may change this playback order.

## Finding Messages with Message Locator by Using the Phone Keypad

- 
- Step 1** Call and sign in to Connection.
- Step 2** If you are not using voice commands, skip to Step 3.

If you are using voice commands, say "**Touchtone conversation**" or press **9** to temporarily change to using the phone keypad.

**Tip** To switch back to using voice commands after you have finished using Message Locator, hang up and sign in to Connection again.

**Step 3** At the Main menu, select the option **Find Messages**.

**Step 4** Select the applicable option and follow the prompts to find and manage the voice messages you are looking for:

Option	Description
<b>From Another user</b>	When prompted, use the phone keypad to spell the name of the user or to enter the extension of the user. Press ## to switch between spelling and number entry.
<b>From All Outside Callers</b>	Connection searches for any messages left by unidentified callers—including outside callers and users who did not sign in to Connection before calling from an external phone or from a phone that is not associated with a user account (such as a conference room).
<b>From a Specific Outside Caller</b>	When prompted, use the phone keypad to enter the phone number—or part of the number—of the caller, followed by #.  <b>Note</b> Some callers may have additional digits at the beginning of their phone numbers, such as codes for country, area, or city. Not all callers have phone numbers stored in the system. If you have trouble finding messages from a specific caller, contact your Connection administrator.

## Finding Messages by Using the Phone View Option

With Phone View, the screen of your Cisco IP phone provides a visual display of the sender, date, and time of your voice messages. You enter search criteria to view selected voice messages on the phone screen. By default, messages are listed in order of newest to oldest—regardless of whether the messages are new or saved—though your Connection administrator may change this playback order.

## Finding Messages with Phone View by Using the Phone Keypad

**Step 1** Call and sign in to Connection.

**Step 2** At the Main menu, select the option **Find Messages**.

**Step 3** Select the applicable option and follow the prompts to find the voice messages you are looking for:

Option	Description
<b>All New Messages</b>	Connection displays voice messages that have not been heard.
<b>All Messages</b>	Connection displays all new and saved voice messages.
<b>From Another User</b>	When prompted, use the phone keypad to spell the name of the user or to enter the extension of the user. Press ## to switch between spelling and number entry.

Option	Description
<b>From All Outside Callers</b>	Connection searches for any messages left by unidentified callers—including outside callers and users who did not sign in to Connection before calling from an external phone or from a phone that is not associated with a user account (such as a conference room).
<b>From a Specific Outside Caller</b>	When prompted, use the phone keypad to enter the phone number—or part of the number—of the caller, followed by #.  Some callers may have additional digits at the beginning of their phone numbers, such as codes for country, area, or city. Not all callers have phone numbers stored in the system. If you have trouble finding messages from a specific caller, contact your Connection administrator

**Step 4** After the message list displays on your phone screen, use the following soft keys to select messages that you want Connection to play:

Option	Description
<b>Select</b>	Start message playback for the selected message.
<b>Next</b>	Go to the next page of messages, if applicable.
<b>Previous</b>	Go to the previous page of messages, if applicable.
<b>More</b>	Displays the Go To and Exit soft keys. This key appears only on phones that display a maximum of four soft keys.
<b>Go To</b>	Displays a screen that allows you to enter a message number by using the phone keypad, then skips to that message by highlighting it.
<b>Exit</b>	Exit the displayed message list. This returns you to the Connection search-criteria prompt.

**Step 5** Follow the prompts to listen to and manage your messages.

## Finding Messages with Phone View by Using Voice Commands

**Step 1** Call and sign in to Connection.

**Step 2** When Connection asks, "What do you want to do," use the applicable voice command to select the type of messages that you want displayed on your phone screen:

Action	Voice Command
View new and saved voice messages or receipts	"Show <voice messages/receipts>"
View all new voice messages	"Show new messages"
View new or saved or deleted voice messages from a Connection user	"Show <new/saved/deleted> messages from <name of user>"
View saved voice messages or receipts	"Show saved <voice messages/receipts>"

Action	Voice Command
View all saved voice messages	"Show saved messages"
View deleted voice messages or receipts	"Show deleted <voice messages /receipts>"
View all deleted voice messages (Not available on some systems.)	"Show deleted messages"

**Step 3** After the message list displays on your phone screen, use the following soft keys to select messages that you want Connection to play:

**Step 4** Use the following voice commands to manage messages after you have listened to them:

---

## Finding Messages by Using the Go to Message Option

As you listen to your messages, you can use the Go to Message option to find a particular message by entering the number of the message.

## Finding Messages with Go to Message by Using the Phone Keypad

---

**Step 1** Call and sign in to Connection.

**Step 2** If you are not using voice commands, skip to Step 3.

If you are using voice commands, say "**Touchtone conversation**" or press **9** to temporarily change to using the phone keypad.

**Tip** To switch back to using voice commands after you have finished using Go to Message, hang up and sign in to Connection again.

**Step 3** At the Main menu, select the applicable option, **Play New Messages** or **Review Old Messages**.

**Step 4** Press the Go to Message shortcut keys.

**Tip** Ask your Connection administrator for the shortcut keys that you use to hear the prompt for entering the message number.

**Step 5** When prompted, enter the message number followed by #.

**Step 6** Follow the prompts to manage the message after you have listened to it.

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## CHAPTER 5

# Managing Deleted Messages

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- [About Deleted Messages](#), on page 19
- [Permanently Deleting Deleted Messages](#), on page 19
- [Checking Deleted Messages](#), on page 20

## About Deleted Messages

Cisco Unity Connection saves your deleted messages; you can play, restore, or permanently delete them.

## Permanently Deleting Deleted Messages

Deleting messages can be an important way to reduce the size of your mailbox, especially when Cisco Unity Connection is not set up to automatically delete messages once they reach a certain age.

Ask your Connection administrator if the system is set up to enforce a message-retention policy. Connection does not indicate when a message-retention policy is enforced, nor does it warn you before messages are permanently deleted as a result of such a policy. If Connection is not set up to do so, make sure that you permanently delete messages periodically.

### Related Topics

[Managing the Size of Your Mailbox](#), on page 77

## Permanently Deleting Messages by Using the Phone Keypad

---

- Step 1** Call and sign in to Connection.
  - Step 2** At the Main menu, select the option **Review Old Messages**, then **Deleted Messages**.
  - Step 3** Follow the prompts to review your deleted messages and delete them individually, or to delete all messages at once.
-

## Permanently Deleting Messages by Using Voice Commands

---

**Step 1** Call and sign in to Connection.

**Step 2** When Connection asks what you want to do, say:

"**Empty Deleted Items folder**" to permanently delete all deleted messages. Say "**Yes**" when Connection prompts you to confirm the action.

Or

"**Play deleted messages**" to permanently delete messages one by one. After you have listened to a message, say "**Delete**" to permanently delete it. To skip to the next message without deleting the current message, say "**Next**."

---

## Checking Deleted Messages

You can play your deleted messages, just as you can play new and saved messages. You can also restore a deleted message as a new or saved message.

By default, the most recent messages are played first. Note that you cannot enable the Message Type menu or specify a playback order by message type for deleted messages.

## Checking Deleted Messages by Using the Phone Keypad

---

**Step 1** Call and sign in to Connection.

**Step 2** At the Main menu, select the option **Review Old Messages**, then **Deleted Messages**.

**Step 3** Follow the prompts to manage a deleted message after you have listened to it.

**Step 4** When Connection asks, "What do you want to do," say

**Example:**

When Connection asks, "What do you want to do," say

---

## Checking Deleted Messages by Using Voice Commands

---

**Step 1** Call and sign in to Connection.

**Step 2** When Connection asks "What do you want to do," say:

"**Play deleted messages**" to play all deleted messages.

Or

"**Play deleted messages from <name of user>**" to hear deleted voice messages from a specific Connection user.

Or

"**Play deleted <voice messages/emails/receipts>**" to hear deleted messages of a specific type. (Note that Connection plays emails only for users who have the text-to-speech option.)

**Step 3** Follow the prompts and use the following voice commands to manage a deleted message after you have listened to it:

Action	Voice Command
Replay message	"Repeat"
Play previous message	"Previous"
Play next message	"Next"
Restore as saved	"Saved"
Delete message permanently	"Delete"
Reply to message	"Reply"
Call message sender (Not available on some systems.)	"Call sender"
Forward message	"Forward"
Restore as new (Not available on some systems.)	"Mark new"
Play message properties	"Message properties"

---







## CHAPTER 6

# Managing Dispatch Messages

- [About Dispatch Messages, on page 23](#)
- [Responding to Dispatch Messages, on page 23](#)

## About Dispatch Messages

Dispatch messages are sent to a distribution list of users who are available to respond to issues. Only one person needs to accept a dispatch message. After Cisco Unity Connection plays a dispatch message, it provides the following options:

<b>Accept the message</b>	Means that you are the only member of the distribution list who will accept the message. Copies of the message are removed from the mailboxes of all other recipients, whether they have listened to the message or not.
<b>Decline the message</b>	Means that the message is removed from your mailbox, but copies of the message remain as unheard in the mailboxes of other recipients who have not yet declined the message.  <b>Note</b> If all other recipients have declined the dispatch message, you must accept it. You will not be allowed to decline the message.
<b>Postpone the message</b>	Means that the message remains as an unheard message in your mailbox and in the mailboxes of the other recipients who have not yet declined the message.

## Responding to Dispatch Messages

Note the following considerations about responding to dispatch messages:

- If another recipient accepts the dispatch message before you accept it, your copy of the message is removed from your mailbox.
- When you decline a dispatch message, Cisco Unity Connection does not move it to your deleted items folder.
- Dispatch messages trigger the message indicator on your phone. If another recipient accepts a dispatch message, Connection turns off the indicator after it removes the message from your mailbox. There may

be a window of time between message removal and the indicator going off. If you find no new messages after noting the indicator, it likely is because you checked during this window.

- When configuring message notification rules to include dispatch messages, be aware that by the time you receive a notification and call in to retrieve the message, it may be gone from your mailbox because another user has already accepted the message.

#### Related Topics

[About Dispatch Messages](#), on page 23

## Responding to a Dispatch Message by Using the Phone Keypad

After listening to a dispatch message, follow the prompts to accept, decline, or postpone the message.

## Responding to a Dispatch Message by Using Voice Commands

**Step 1** Call and sign in to Connection.

**Step 2** When Connection asks, "What do you want to do," say:

**"Play dispatch messages."**

**Step 3** After listening to a dispatch message, follow the prompts and use the following voice commands to respond to the message:

Action	Voice Command
Accept the message	"Accept"
Decline the message	"Decline"
Postpone the message	"Postpone"



## CHAPTER 7

# Using Voice Commands to Place Calls

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- [About Using Voice Commands to Place Calls, on page 25](#)
- [Placing Calls by Using Voice Commands, on page 25](#)

## About Using Voice Commands to Place Calls

You can place a call to a contact or to another Cisco Unity Connection user by saying the person's name, or phone number or extension.

For example, when you say "Call Harriet Smith," Connection finds the extension for Harriet in the corporate directory and places the call. When you say "Call Mom at home," Connection finds your mother's home phone number in your contact list and places the call.

To place calls by using voice commands, you must be signed in to Connection. This feature can be useful when you are checking messages and want to place or return calls.

After you say a name, phone number, or extension, Connection plays a matching name or number and places the call. If Connection finds more than one match for a name or number that you requested, the first match is played and Connection will ask you to confirm whether the match is correct. If not, say "No," and Connection will continue to play the other matches.

## Placing Calls by Using Voice Commands

---

**Step 1** Call and sign in to Connection.

**Step 2** When Connection asks, "What do you want to do," say:

"**Call <Name/alternate name>**" to call a Connection user. (For example, "Call Frank Edwards.")

Or

"**Call <Name/alternate name> at <home/work/mobile>**" to call a contact at a particular number. (For example, "Call Bob on his mobile" or "Call Service Department at work.")

Or

"**Call <Number>**" to call a Connection extension or a phone number. Say each digit individually. (For example, for extension 12345, say "Call one two three four five," not "Call twelve three forty-five.")

**Step 3** As Connection says the name or number of the person you are calling, you can say "**Cancel**" to halt the last action without losing your connection to the system.

---

**Related Topics**

[About Using Voice Commands to Place Calls](#), on page 25



## CHAPTER 8

# Managing Meetings

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- [About Managing Meetings, on page 27](#)
- [Listing Upcoming Meetings, on page 27](#)
- [Starting Immediate Meetings in Cisco Unified MeetingPlace, on page 29](#)

## About Managing Meetings

*Revised November 16, 2010*

You can check upcoming appointments and meetings that are scheduled in Microsoft Outlook or in Cisco Unified MeetingPlace.

Other actions that you can take to manage your meetings include:

- Accepting or declining meeting invitations (Outlook meetings only).
- Joining a meeting that is in progress.
- Listing the participants of a meeting.
- Hearing the details of a meeting invitation.
- Sending a message to the meeting organizer.
- Sending a message to the meeting participants.
- Canceling a meeting (meeting organizer only).
- Starting an immediate meeting in Cisco Unified MeetingPlace.

## Listing Upcoming Meetings

*Revised November 16, 2010*

In addition to playing a list of your upcoming meetings, Cisco Unity Connection plays details about each meeting and provides a list of actions you can take.

## Listing Upcoming Meetings by Using the Phone Keypad

- 
- Step 1** Call and sign in to Connection.
- Step 2** At the Main menu, select the option **Meetings**.
- Step 3** Follow the prompts to define the period of time for which you want to hear the list of meetings.
- Step 4** As each meeting is listed, follow the prompts to get details about the meeting, join the meeting, list the participants, send a message to the organizer, send a message to the meeting participants, accept a meeting invitation, or decline a meeting invitation. The meeting owner also has the option to cancel a meeting.
- 

## Listing Upcoming Meetings by Using Voice Commands

- 
- Step 1** Call and sign in to Connection.
- Step 2** When Connection asks, "What do you want to do," say:
- "**Play Meetings**" or "**List Meetings**" to list the time, meeting organizer, and subject for all current and upcoming meetings.
- Or
- "**Play Meetings on <date>**" or "**List Meetings on <date>**" to list the time, meeting organizer, and subject for meetings on a specific date.
- Step 3** Follow the prompts and use the following voice commands to manage a meeting after you have listened to the description:

Action	Voice Command
Join a Cisco Unified MeetingPlace meeting	"Join"
Hear list of participants	"List participants"
Hear details from the meeting reminder	"Details"
Record a voice message to send to meeting organizer	"Send message to organizer"
Record a voice message to send to meeting participants	"Send message to participants"
Hear the time, meeting organizer, and subject for the next meeting in your calendar	"Next"
Hear the time, meeting organizer, and subject for the previous meeting in your calendar	"Previous"
Accept a meeting request (Outlook meetings only)	"Accept"
Decline a meeting request (Outlook meetings only)	"Decline"
Cancel a meeting (meeting organizer only)	"Cancel meeting"

---

# Starting Immediate Meetings in Cisco Unified MeetingPlace

*Revised November 16, 2010*

You can start an immediate meeting in Cisco Unified MeetingPlace and Cisco Unity Connection connects you to the meeting.

## Starting an Immediate Meeting by Using the Phone Keypad

---

- Step 1** Call and sign in to Connection.
  - Step 2** At the Main menu, select the option **Meetings**, then **Start Meetings**.
  - Step 3** Follow the prompts to set up and join an immediate Cisco Unified MeetingPlace meeting for the current time.
- 

## Starting an Immediate Meeting by Using Voice Commands

---

- Step 1** Call and sign in to Connection.
  - Step 2** When Connection asks, "What do you want to do," say:  
"Start Meeting."
  - Step 3** Follow the prompts to set up and join an immediate Cisco Unified MeetingPlace meeting for the current time.
-







## CHAPTER 9

# Managing Personal Greetings

- [About Personal Greetings, on page 31](#)
- [Rerecording Your Current Greeting, on page 32](#)
- [Turning Your Alternate Greeting On or Off, on page 33](#)
- [Changing Greetings, on page 34](#)
- [Playing All Greetings, on page 35](#)
- [Recording Greetings in Additional Languages with a Multilingual System, on page 36](#)

## About Personal Greetings

Cisco Unity Connection allows you to record up to six personal greetings. You can turn on as many greetings as you want, and you can specify how long you want the greetings to stay on.

With a multilingual system, you have the option of providing your personal greetings in multiple languages—your default language and other languages available on your system. Note that you use the phone keypad to manage greetings in languages other than your default language; you cannot use voice commands.

The six personal greetings and how they work are described below. Note that Connection plays the greetings that you turn on for the applicable situation, while some greetings override other greetings when they are on.

### Standard Greeting

This greeting plays during the business hours that your Connection administrator specified for your organization, or in other situations when no other greeting is on.

By design, the standard greeting cannot be turned off.

### Closed Greeting

Turn on this greeting when you want your callers to hear a recording from you during the nonbusiness hours that your Connection administrator specified for your organization. (For example, "Sorry, I am not available to answer your call. Company office hours are <times>.")

When it is on, the closed greeting overrides the standard greeting during nonbusiness hours.

### Alternate Greeting

Turn on this greeting for a specific time period when you want to provide information about special circumstances, such as when you are on vacation. (For example, "I will be out of the office until <date>.")

When it is on, the alternate greeting overrides all other greetings.

Your Connection administrator specifies whether the system transfers callers to your greeting without ringing your phone, whether callers are able to skip your greeting, and whether callers can leave you a message when your alternate greeting is on. The Alternate Greeting page in the Messaging Assistant web tool indicates the caller options that your administrator has enabled for you, if any. Note that caller options do not apply when an outside caller or another Connection user dials your extension directly.




---

**Tip** Other Connection users do not hear your alternate greeting when they send messages to you by phone. When you turn on your alternate greeting, consider also changing your recorded name to include information that you are out of the office. Your recorded name plays when users address messages to you and when callers look you up in the directory.

---

Connection may play a prompt to remind you that your alternate greeting is on after you sign in by phone.

#### Busy Greeting

Turn on this greeting when you want callers to know that you are on the phone. (For example, "I am currently on another line, please leave a message.")

When it is on, the busy greeting overrides the standard, closed, and internal greetings when your phone is busy.

Note that not all phone systems provide the support necessary for the Connection busy greeting to work. For assistance, talk to your Connection administrator.

#### Internal Greeting

Turn on this greeting when you want to provide information that coworkers might need to know. (For example, "I will be in conference room B until noon today.")

When it is on, the internal greeting overrides the standard and closed greetings, and plays only to callers within your organization when you do not answer your phone.

Note that not all phone systems provide the support necessary for the internal greeting to work. For assistance, talk to your Connection administrator.

#### Holiday Greeting

Turn on this greeting when you want callers to hear a recording from you during a holiday. (For example, "Happy holiday. I am not available to answer your call. I will be out of the office from <date> to <date>.")

When it is on, the holiday greeting overrides the standard greeting during nonbusiness hours.

## Rerecording Your Current Greeting

In this section, you make a new recording for the greeting that Cisco Unity Connection is currently set to play.

### Rerecording Your Current Greeting by Using the Phone Keypad

---

**Step 1** Call and sign in to Connection.

**Step 2** On a single-language system, at the Main menu, select the option **Setup Options**, then **Greetings**.

Or

On a multilingual system, at the Main menu, select the option **Setup Options**, then **Greetings**, and **<Applicable Language for the Current Greeting to Rerecord>**.

- Step 3** After Connection plays your current greeting, follow the prompts to rerecord it.  
To pause or resume recording, press **8**. To end recording, press **#**.
- 

## Rerecording Your Current Greeting by Phone Using Voice Commands

---

- Step 1** Call and sign in to Connection.  
**Step 2** When Connection asks, "What do you want to do," say:  
"**Record my <greeting name> greeting.**"  
**Step 3** Press **#** when you are finished.
- 

## Turning Your Alternate Greeting On or Off

When you turn on your alternate greeting, you can set a date and time for it to turn off or you can leave it on indefinitely.

## Turning Your Alternate Greeting On or Off by Using the Phone Keypad

---

- Step 1** Call and sign in to Connection.  
**Step 2** On a single-language system, at the Main menu, select the option **Setup Options**, then **Greetings**.  
Or  
On a multilingual system, at the Main menu, select the option **Setup Options**, then **Greetings**, and **<Applicable Language for the Alternate Greeting to Turn On/Off>**.  
**Step 3** Press **#** to skip hearing your current greeting.  
**Step 4** Follow the prompts to turn your alternate greeting on or off.  
**Step 5** If you turned on your alternate greeting, follow the prompts to set when you want it turned off or to leave it on indefinitely.
- 

## Turning Your Alternate Greeting On or Off by Using Voice Commands

---

- Step 1** Call and sign in to Connection.  
**Step 2** When Connection asks, "What do you want to do," say either:

"Turn on my alternate greeting" (greeting is left on indefinitely) or "Turn on alternate greeting until <date> at <time>."

Or

"Turn off my alternate greeting."

## Changing Greetings

When you turn on a personal greeting, you specify how long you want it available for use. Cisco Unity Connection plays the greeting in the applicable situation until the date and time that you specified, and then the greeting is automatically turned off. For example, you can set your alternate greeting to stop playing on the day that you return from a vacation.

You can also set a greeting to play indefinitely, which is useful when you turn on the busy or closed greeting.

You select from one of the following sources to specify what callers hear when a greeting is on:

<b>Rerecord This Greeting</b>	Connection plays a greeting that you record. <b>Note</b> Recording a greeting does not turn it on.
<b>System Greeting</b>	Connection plays a prerecorded greeting along with your recorded name (for example, "Sorry, <your name> is not available"). If you do not have a recorded name, Connection uses text-to-speech to read your display name instead. When a greeting is on but not recorded, Connection plays a prerecorded system greeting.

You can turn off a greeting at any time. When a greeting is off, Connection no longer plays it, though the recording is not erased.



**Tip** If you record a personal greeting then set the greeting to use the system greeting, your recording is no longer available by phone. Record and enable a new personal greeting.

## Changing a Greeting by Using the Phone Keypad

- Step 1** Call and sign in to Connection.
- Step 2** On a single-language system, at the Main menu, select the option **Setup Options**, then **Greetings**.  
Or  
On a multilingual system, at the Main menu, select the option **Setup Options**, then **Greetings**, and **<Applicable Language for the Greeting to Change>**.
- Step 3** Connection plays your current greeting. You can press # to skip hearing it.
- Step 4** Follow the prompts to select the greeting that you want to change, then to make changes.

To pause or resume recording, press **8**. To end recording, press **#**.

## Changing a Greeting by Using Voice Commands

**Step 1** Call and sign in to Connection.

**Step 2** When Connection asks, "What do you want to do," use the following commands to change the greeting and follow any additional prompts:

Action	Voice Command
Play standard greeting	"Play my greeting"
Play a specific greeting	"Play <greeting name> greeting"
Record or rerecord the standard greeting	"Record my greeting"
Record or rerecord the closed, alternate, busy, internal, or holiday greeting	"Record my <greeting name> greeting"
Use the system greeting for the standard greeting	"Use my default greeting"
Use the system greeting for a specific greeting	"Use default <greeting name> greeting"
Use nothing for a greeting (Callers will hear only a tone to signal that they should leave a message.)	"Play nothing for my <greeting name> greeting"
Turn a greeting on indefinitely	"Turn on <greeting name> greeting"
Turn a greeting on until a specific date and time	"Turn on <greeting name> greeting until <date> at <time>"
Turn a greeting off	"Turn off <greeting name> greeting"
Help	"Greetings Help"

To pause or resume recording, press **8**. To end recording, press **#** or stay silent for a few seconds.

## Playing All Greetings

Cisco Unity Connection plays your current greeting first, then the remaining greetings.

## Playing All Greetings by Using the Phone Keypad

---

**Step 1** Call and sign in to Connection.

**Step 2** On a single-language system, at the Main menu, select the option **Setup Options**, then **Greetings**, and **Play All Greetings**.

Or

On a multilingual system, at the Main menu, select the option **Setup Options**, then **Greetings**, **<Applicable Language in Which to Hear Greetings>**, and **Play All Greetings**.

Connection plays all six greetings, starting with your current greeting.

---

## Playing All Greetings by Using Voice Commands

---

**Step 1** Call and sign in to Connection.

**Step 2** When Connection asks, "What do you want to do," say:

"Play all greetings."

Connection plays all six greetings, starting with your current greeting. For each greeting, Connection tells you whether it is turned on or off.

---

## Recording Greetings in Additional Languages with a Multilingual System

With a multilingual system, you have the option of providing your greetings in multiple languages. For example, if Cisco Unity Connection is set up to provide prompts in French and Spanish, you might record your standard greeting in both languages so that Spanish- and French-speaking callers can hear your greeting in their own language.

If you do not record a greeting in a language that your system provides, Connection will play the system greeting for calls associated with that language. For example, if you recorded your standard greeting in French but not in Spanish, Spanish-speaking callers would hear the system greeting for you, while French-speaking callers would hear the French greeting that you recorded.

Note that when you select a language in which to record a greeting, Connection plays the Greetings menu options in the same language.

## Recording a Greeting in an Additional Language by Using the Phone Keypad

---

**Step 1** Call and sign in to Connection.

**Step 2** At the Main menu, select the option **Setup Options**, then **Greetings**, and **<Applicable Language of Greeting to Record>**.

- Step 3** Connection plays your current greeting. You can press # to skip hearing it.
- Step 4** Follow the prompts to select the greeting that you want to record and to record it.
- To pause or resume recording, press 8. To end recording, press #.
- 

## Recording a Greeting in an Additional Language by Using Voice Commands

---

- Step 1** Call and sign in to Connection.
- Step 2** When Connection asks, "What do you want to do," say:  
"Setup Options." (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, select the option **Greetings**, then <Applicable Language of Greeting to Record>.
- Step 4** Connection plays your current greeting. You can press # to skip hearing it.
- Step 5** Follow the prompts to select the greeting that you want to record and to record it.
- To pause or resume recording, press 8. To end recording, press # or stay silent for a few seconds.
- Tip** To switch back to using voice commands, keep pressing \* until you hear the "Voice Command Conversation" prompt.
-







## CHAPTER 10

# Managing Message Notification

---

- [About Message Notification, on page 39](#)
- [Turning Notification to Devices On or Off, on page 39](#)
- [Changing Notification Phone Numbers, on page 40](#)

## About Message Notification

Cisco Unity Connection can call a phone or pager to notify you of new messages.

You can turn notification on and off, and change notification phone numbers for your home phone, work phone, mobile phone, and a pager.



---

**Note** If you are using the Messaging Assistant web tool, you have more options and more notification devices available there. See Help in the Messaging Assistant.

---

## Turning Notification to Devices On or Off

You can turn notification on and off for your home phone, work phone, mobile phone, and a pager. Turning a notification device off does not delete its settings.

## Turning Notification to a Device On or Off by Using the Phone Keypad

- 
- Step 1** Call and sign in to Connection.
  - Step 2** At the Main menu, select the option **Setup Options**, then **Message Settings**, and **Message Notification**.
  - Step 3** After Connection announces your notification status, follow the prompts to turn notification on or off for a pager, home phone, work phone, or mobile phone.
-

## Turning Notification to a Device On or Off by Using Voice Commands

---

- Step 1** Call and sign in to Connection.
- Step 2** When Connection asks, "What do you want to do," say:  
"Setup Options." (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, select the option **Message Settings**, then **Message Notification**.
- Step 4** After Connection announces your notification status, follow the prompts to turn notification on or off for a pager, home phone, work phone, or mobile phone.
- Tip** To switch back to using voice commands, keep pressing \* until you hear the "Voice Command Conversation" prompt.
- 

## Changing Notification Phone Numbers

You can change the notification number for your home phone, work phone, mobile phone, and a pager.

For phone numbers inside your organization, enter an extension. For external phone numbers, begin with any access code needed to make an external call (for example, 9). For long-distance numbers, include the applicable dialing codes (for example, 1 and the area code). Use the # key to add 1-second pauses, as necessary.

## Changing a Notification Phone Number by Using the Phone Keypad

---

- Step 1** Call and sign in to Connection.
- Step 2** At the Main menu, select the option **Setup Options**, then **Message Settings**, and **Message Notification**.
- Step 3** After Connection announces your notification status, follow the prompts to change the notification number for a pager, home phone, work phone, or mobile phone.
- 

## Changing a Notification Phone Number by Using Voice Commands

---

- Step 1** Call and sign in to Connection.
- Step 2** When Connection asks, "What do you want to do," say:  
"Setup Options." (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, select the option **Message Settings**, then **Message Notification**.
- Step 4** After Connection announces your notification status, follow the prompts to change the notification number for a pager, home phone, work phone, or mobile phone.

**Tip** To switch back to using voice commands, keep pressing \* until you hear the "Voice Command Conversation" prompt.

---





# CHAPTER 11

## Managing Private Lists

---

- [About Private Lists, on page 43](#)
- [Creating Private Lists, on page 43](#)
- [Changing the Members of Private Lists, on page 44](#)
- [Changing the Recorded Names of Private Lists, on page 45](#)
- [Deleting Private Lists, on page 46](#)

### About Private Lists

You can use private lists to create your own groups of voice message recipients. When you address a voice message to one of your private lists, all of the recipients on the list receive the message. Cisco Unity Connection provides several private lists for you to personalize.

Only you can send voice messages to your private lists. You can do so by using the phone keypad or voice commands. You cannot send messages from your email application to your private lists.

### Creating Private Lists

Your Cisco Unity Connection administrator specifies the maximum number of lists that you can manage. The lists are prenumbered. Once you have added names to a list, Connection plays the list number as an identification when you manage your lists.



---

**Tip** Although you can create private lists by phone, it is easier to do so in the Messaging Assistant web tool.

---

### Creating a Private List by Using the Phone Keypad

---

- Step 1** Call and sign in to Connection.
- Step 2** At the Main menu, select the option **Setup Options**, then **Message Settings**, and **Private Lists**, and **Change the Names on a Private List**.
- Step 3** Enter the number of an unused list.

**Tip** If you do not know a number for an unused list, at the Main menu, select the option **Setup Options**, then **Message Settings**, and **Private Lists**, and **Hear Private Lists**. Connection plays information about any lists already in use, including the list numbers, so use a number other than the one(s) you hear.

**Step 4** After Connection says "Private List <Number>," follow the prompts to add names to the list.

**Step 5** When you are finished adding names, select the option **Rerecord the Name of the List** and follow the prompts to record a name for the list.

## Creating a Private List by Using Voice Commands

**Step 1** Call and sign in to Connection.

**Step 2** When Connection asks, "What do you want to do," say:

"**Setup Options**." (Connection temporarily switches to the phone keypad.)

**Step 3** On the phone keypad, select the option **Message Settings**, then **Private Lists**, and **Change the Names on a Private List**.

**Step 4** Enter the number of an unused list.

**Tip** If you do not know a number for an unused list, select the option **Message Settings**, then **Private Lists**, and **Hear Private Lists**. Connection plays information about any lists already in use, including the list numbers, so use a number other than the one(s) you hear.

**Step 5** After Connection says "Private List <Number>," follow the prompts to add names to the list.

**Step 6** When you are finished adding names, select the option **Rerecord the Name of the List** and follow the prompts to record a name for the list.

**Tip** To switch back to using voice commands, keep pressing \* until you hear the "Voice Command Conversation" prompt.

## Changing the Members of Private Lists

The maximum number of members that you can add to a private list is specified by your Cisco Unity Connection administrator. Any user or system distribution list that is included in the directory can be a member of your private lists.

Depending on how Connection is set up at your organization, you may be able to send and respond to messages from users on remote voice messaging systems who are not in the directory. If so, you can also include these users—known as remote contacts—in your private lists.

If you try to add a user, system distribution list, or remote contact that is already a member of the private list, Connection does not add the member to the same list again.

You can add members to, and review and delete members from your private lists.



**Note** Administrative changes to private list members may cause them to be presented differently when you review your lists later. Occasionally, administrative changes may even cause some members to be removed from your lists without notice. Your Connection administrator should be able to inform you before changes occur, though you will still need to re-add these members to your lists in the event that they are inadvertently removed.

## Changing the Members of a Private List by Using the Phone Keypad

- 
- Step 1** Call and sign in to Connection.
- Step 2** At the Main menu, select the option **Setup Options**, then **Message Settings**, and **Private Lists**, and **Change the Names**.
- Step 3** Follow the prompts to select the list whose members you want to change and to add, review, or delete members.
- Tip** When you review the list members, you can quickly navigate through them. Press **3** to delete a recipient from the list; press **7** to skip to the previous name and **9** to skip to the next name; and press **77** to skip to the beginning of the list and **99** to skip to the end.
- 

## Changing the Members of a Private List by Using Voice Commands

- 
- Step 1** Call and sign in to Connection.
- Step 2** When Connection asks, "What do you want to do," say:  
"Setup Options." (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, select the option **Message Settings**, then **Private Lists**, and **Change the Names**.
- Step 4** Follow the prompts to select the list whose members you want to change and to add, review, or delete members.
- Tip** When you review the list members, you can quickly navigate through them. Press **3** to delete a recipient from the list; press **7** to skip to the previous name and **9** to skip to the next name; and press **77** to skip to the beginning of the list and **99** to skip to the end.
- Tip** To switch back to using voice commands, keep pressing \* until you hear the "Voice Command Conversation" prompt.
- 

## Changing the Recorded Names of Private Lists

Each private list has a recorded name. When you address messages to private lists, Cisco Unity Connection plays the recorded name so that you can confirm that you have addressed the message to the correct list.

## Changing the Recorded Name of a Private List by Using the Phone Keypad

### Procedure

	Command or Action	Purpose
<b>Step 1</b>	Call and sign in to Connection.	
<b>Step 2</b>	At the Main menu, select the option <b>SetUp Options</b> , then <b>Message Settings</b> , and <b>Private Lists</b> , and <b>Change Names</b> .	
<b>Step 3</b>	Follow the prompts to select the list whose recorded name you want to change and to rerecord the name. (Note that if the list you choose does not already have members, you must add them before you can record a name for the list.)	

## Changing the Recorded Name of a Private List by Using Voice Commands

- 
- Step 1** Call and sign in to Connection.
- Step 2** When Connection asks, "What do you want to do," say:  
"Setup Options." (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, select the option **Message Settings**, then **Private Lists**, and **Change the Names**.
- Step 4** Follow the prompts to select the list whose recorded name you want to change and to rerecord the name. (Note that if the list you chose does not already have members, you must add them before you can record a name for the list.)
- Tip** To switch back to using voice commands, keep pressing \* until you hear the "Voice Command Conversation" prompt.
- 

## Deleting Private Lists

Although you can delete individual members of your lists by phone, you cannot delete the list itself. You delete a list—including its recorded name, and all members at once—in the Messaging Assistant web tool.





## CHAPTER 12

# Managing Your Addressing Priority List

---

- [About the Addressing Priority List, on page 47](#)
- [Changing Your Addressing Priority List, on page 47](#)

## About the Addressing Priority List

Your addressing priority list directs Cisco Unity Connection to prioritize recipients that you define, similar to a "buddy" list. When you are addressing a message and Connection finds multiple matches for a recipient name based on partial spelling or on how you say the name, any matching names that are also in your addressing priority list are presented first. This allows you to find and select your intended recipients more quickly.

Connection may also automatically add recipient names to your addressing priority list when you send messages to them, and adjust the priority of names in the list based on how often you send messages to each recipient.



---

**Note** Your Connection administrator determines whether you can review and modify your addressing priority list, and whether Connection automatically adds names to the list based on usage.

---

## Changing Your Addressing Priority List

You can add users, contacts, and distribution lists to your addressing priority list, review the list, and remove names from the list. Your addressing priority list may also contain names that Cisco Unity Connection has automatically added based on your message addressing history.

## Changing Your Addressing Priority List by Using the Phone Keypad

- 
- Step 1** Call and sign in to Connection.
  - Step 2** At the Main menu, select the option **Setup Options**, then **Message Settings**, and **Addressing Priority List**.
  - Step 3** Follow the prompts to add and review or remove members from your addressing priority list. When you review names on the list, Connection presents the names alphabetically by last name (for users and contacts) or display name (for distribution lists).
-

## Changing Your Addressing Priority List by Using Voice Commands

---

- Step 1** Call and sign in to Connection.
- Step 2** When Connection asks, "What do you want to do," say:  
"Setup Options." (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, select the option **Message Settings**, then **Addressing Priority List**.
- Step 4** Follow the prompts to add and review or remove members from your addressing priority list. When you review names on the list, Connection presents the names alphabetically by last name (for users and contacts) or display name (for distribution lists).
- Tip** To switch back to using voice commands, keep pressing \* until you hear the "Voice Command Conversation" prompt.
-



## CHAPTER 13

# Changing Your User Preferences

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- [About User Preferences, on page 49](#)
- [Changing Your PIN, on page 49](#)
- [Changing Your Recorded Name, on page 50](#)
- [Changing Your Directory Listing Status, on page 51](#)
- [Changing Your Alternate Devices, on page 52](#)

## About User Preferences

User preferences control the information about you as a user on the Cisco Unity Connection system and some of the choices you make for interacting with the system.

## Changing Your PIN

Your Cisco Unity Connection PIN protects the privacy of your messages and secures your mailbox from unauthorized access. You can change your PIN at any time.

Follow the security guidelines provided by your Connection administrator when you change your PIN. In general, shorter passwords are easier to use, but longer passwords are more secure, especially when you specify a nontrivial password. A nontrivial password means that:

- The password cannot contain your primary extension or its reverse.
- The password must contain at least three different digits.
- The digits cannot all be consecutive in ascending or descending order (for example, 12345 or 54321).
- A digit cannot be used more than two times consecutively (for example, 14777).
- The password cannot contain repeated groups of three or more digits (for example, 408510408).
- The password cannot be a numeric representation of your first or last name, or the combination of your first and last names. (For example, if your name is John Doe, you could not use a numeric representation of johnd, johndoe, jdoe, doe.)

## Changing Your PIN by Using the Phone Keypad

---

- Step 1** Call and sign in to Connection.
- Step 2** At the Main menu, select the option **Setup Options**, then **Preferences**, and **Password**.
- Step 3** Follow the prompts to enter and confirm a new password. Use digits 0 through 9.
- 

## Changing Your PIN by Using Voice Commands

---

- Step 1** Call and sign in to Connection.
- Step 2** When Connection asks, "What do you want to do," say:  
"Setup Options." (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, select the option **Preferences**, then **Password**.
- Step 4** Follow the prompts to enter and confirm a new password. Use digits 0 through 9.
- Tip** To switch back to using voice commands, keep pressing \* until you hear the "Voice Command Conversation" prompt.
- 

## Changing Your Recorded Name

Your recorded name plays with messages that you leave for other users and identifies you in the directory. It also plays with any of your greetings that use system recordings instead of your own recordings.



- Tip** Other Cisco Unity Connection users do not hear your alternate greeting when they send messages to you by phone. Whenever you enable your alternate greeting, consider changing your recorded name to include information that you are out of the office.
- 

## Changing Your Recorded Name by Using the Phone Keypad

---

- Step 1** Call and sign in to Connection.
- Step 2** At the Main menu, select the option **Setup Options**, then **Preferences**, and **Recorded Name**.
- Step 3** Follow the prompts to record your name or a short message.  
To pause or resume recording, press **8**. To end recording, press **#**.
-

## Changing Your Recorded Name by Using Voice Commands

---

- Step 1** Call and sign in to Connection.
- Step 2** When Connection asks, "What do you want to do," say:  
"Setup Options." (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, select the option **Preferences**, then **Recorded Name**.
- Step 4** Follow the prompts to record your name or a short message.  
To pause or resume recording, press **8**. To end recording, press **#** or stay silent for a few seconds.
- Tip** To switch back to using voice commands, keep pressing **\*** until you hear the "Voice Command Conversation" prompt.
- 

## Changing Your Directory Listing Status

You can choose whether to be listed in the directory. When you are listed, callers who do not know your extension can reach you by finding your name in the directory.

### Changing Your Directory Listing Status by Using the Phone Keypad

---

- Step 1** Call and sign in to Connection.
- Step 2** At the Main menu select the option **Setup Options**, then **Preferences**, and **Directory Listing**.  
Connection tells you whether or not you are listed in the directory.
- Step 3** Follow the prompts to change your listing status.
- 

### Changing Your Directory Listing Status by Using Voice Commands

---

- Step 1** Call and sign in to Connection.
- Step 2** When Connection asks, "What do you want to do," say:  
"Setup Options." (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, select the option **Preferences**, then **Directory Listing**.
- Step 4** Follow the prompts to change your listing status.

**Tip** To switch back to using voice commands, keep pressing \* until you hear the "Voice Command Conversation" prompt.

## Changing Your Alternate Devices

You can add information about alternate devices that you use—such as a mobile phone, a home phone, or a phone at another work site—to your Cisco Unity Connection preferences. This makes calling Connection from an alternate device more convenient because the system recognizes the number and behaves the same way as when you call from your primary extension.

You can have up to ten alternate devices. Your Connection administrator may also add alternate devices for you, in addition to your primary extension. (When you access the system by phone, Connection does not list administrator-defined alternate devices. You can, however, view them in the Messaging Assistant).



**Note** When you sign in from a phone number that is not listed in your alternate devices, Connection may ask whether you want the number added. If you choose to add the number, Connection will recognize it and behave the same way as when you call from your primary extension. If you choose not to add the number, Connection will not ask again about adding it.

You can add or delete alternate devices by phone.

## Changing Your Alternate Devices by Using the Phone Keypad

- Step 1** From a phone that is not your primary extension or an existing alternate device, call and sign in to Cisco Unity Connection.
- Step 2** At the Main menu select the option **Setup Options**, then **Preferences**, and **Edit Alternate Devices**.
- Step 3** Follow the prompts to add the phone as an alternate device, or to list and delete existing alternate devices.

## Changing Your Alternate Devices by Using Voice Commands

- Step 1** Call and sign in to Cisco Unity Connection.  
If you are adding an alternate device, call from a phone that is not your primary extension or an existing alternate device.
- Step 2** When Connection asks, "What do you want to do," say:  
"Setup Options." (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, select the option **Setup Options**, then **Preferences**, and **Edit Alternate Devices**.
- Step 4** Follow the prompts to add the phone as an alternate device, or to list and delete existing alternate devices.

**Tip** To switch back to using voice commands, keep pressing \* until you hear the "Voice Command Conversation" prompt.

---







## CHAPTER 14

# Choosing a Connection Conversation Menu Style

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- [About the Connection Conversation Menu Styles, on page 55](#)
- [Changing Your Connection Conversation Menu Style, on page 55](#)

## About the Connection Conversation Menu Styles

You can hear either full or brief menus when you interact with Cisco Unity Connection by using the phone keypad. Full menus provide comprehensive prompts and instructions, and brief menus provide abbreviated versions of full menus.

When you interact with Connection by using voice commands, you hear full menus.

## Changing Your Connection Conversation Menu Style

Changing your Cisco Unity Connection menu style affects only what you hear when you are interacting with the system by using the phone keypad. When you interact with Connection by using voice commands, you always hear full menus.

## Changing Your Connection Conversation Menu Style by Using the Phone Keypad

---

- Step 1** Call and sign in to Connection.
  - Step 2** At the Main menu, select the option **Setup Options**, then **Message Settings**, and **Menu Style**.
  - Step 3** Follow the prompts to switch between full and brief menus.
- 

## Changing Your Connection Conversation Menu Style by Using Voice Commands

---

- Step 1** Call and sign in to Connection.
- Step 2** When Connection asks, "What do you want to do," say:

"**Setup Options.**" (Connection temporarily switches to the phone keypad.)

**Step 3** On the phone keypad, select the option **Message Settings**, then **Menu Style**.

**Step 4** Follow the prompts to switch between full and brief menus.

**Tip** To switch back to using voice commands, keep pressing \* until you hear the "Voice Command Conversation" prompt.

---



## CHAPTER 15

# Managing Call Transfer Rules

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- [About Call Transfer Rules, on page 57](#)
- [Changing Settings for Call Transfer Rules, on page 58](#)

## About Call Transfer Rules

Call transfer rules control how Cisco Unity Connection handles incoming indirect calls, which are from callers who do not dial you directly (for example, callers who use the directory to reach you). For direct calls—when outside callers or other users dial your personal phone number to reach you—your Connection transfer settings do not apply.

You can choose to answer indirect calls, or you can have indirect calls routed immediately to voicemail.



---

**Tip** To set up call transfers for direct calls to your extension, talk to your Connection administrator. Your desk phone or even the phone system that your organization uses may offer transfer features that you can use to manage direct calls.

---

The three call transfer rules and how they work are described below.

### Standard Transfer Rule

This transfer rule is active during the business hours that your Connection administrator specified for your organization. If no other transfer rules are turned on, the standard transfer rule is active for nonbusiness hours as well.

By design, the standard transfer rule cannot be turned off.

### Alternate Transfer Rule

Turn on this transfer rule for a specific time period when you want to override the other transfer rules. For example, you may want to route all your calls immediately to voicemail while you are out of the office on vacation or you may want to transfer your calls to a different extension if you are temporarily working from another location.

When it is turned on, the alternate transfer rule is always active. It overrides all other transfer rules.

### Closed Transfer Rule

Turn on this transfer rule to set how indirect calls to you are handled during the nonbusiness hours that your Connection administrator specified for your organization. For example, you may want to route all your calls immediately to voicemail during nonbusiness hours.

When it is turned on, the closed transfer rule is active during nonbusiness hours.

## Changing Settings for Call Transfer Rules

You can choose to have indirect calls ring your extension, or another extension or phone number that you specify, or be transferred immediately to voicemail, so your phone does not ring at all. (When you send calls to voicemail, callers do not have to wait while your phone rings unanswered. Your greeting plays immediately.)

### Changing the Settings for a Call Transfer Rule by Using the Phone Keypad

---

- Step 1** Call and sign in to Connection.
- Step 2** At the Main menu, select the option **Setup Options**, then **Transfer Settings**.
- Step 3** Select the transfer rule whose settings you want to change.
- Step 4** After Connection announces your current transfer settings, follow the prompts to enable or disable the rule, to switch between transferring calls to a phone and to voicemail, or to change your transfer phone number.

(To transfer calls to an external phone number, contact your Connection administrator.)

**Note** Changing your transfer number does not change whether calls are transferred to a phone or sent to voicemail. Connection transfers calls to your transfer number only if you also specify that Connection transfer your calls to a phone.

---

### Changing the Settings for a Call Transfer Rule by Using Voice Commands

---

- Step 1** Call and sign in to Connection.
- Step 2** When Connection asks, "What do you want to do," say:  
**"Setup Options."** (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, select the option **Transfer Settings**.
- Step 4** Select the transfer rule whose settings you want to change.
- Step 5** After Connection announces your current transfer settings, follow the prompts to enable or disable the rule, to switch between transferring calls to a phone and to voicemail, or to change your transfer phone number.

(To transfer calls to an external phone number, contact your Connection administrator.)

**Note** Changing your transfer number does not change whether calls are transferred to a phone or sent to voicemail. Connection transfers calls to your transfer number only if you also specify that Connection transfer your calls to a phone.

**Tip** To switch back to using voice commands, keep pressing \* until you hear the "Voice Command Conversation" prompt.

---





## CHAPTER 16

# Managing Your Alternate Contact Numbers

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- [About Alternate Contact Numbers, on page 61](#)
- [Changing Your Alternate Contact Numbers, on page 61](#)

## About Alternate Contact Numbers

Alternate contact numbers allow you to offer callers the option to transfer to other numbers by pressing a key as they listen to your greeting. An alternate contact number can be the extension for an operator or for another user (such as a supervisor or coworker), or any other number where you or another person can be reached.

Your Cisco Unity Connection administrator determines which keys callers can press to transfer to alternate contact numbers; you may be able to specify up to 12 alternate contact numbers (one for each key on the phone keypad).

## Changing Your Alternate Contact Numbers

To specify an alternate contact number outside your organization, begin with any access code needed to make an external call (for example, 9). For long-distance numbers, include the applicable dialing codes (for example, 1 and the area code).



---

**Tip** When you specify an alternate contact number, you may want to update your greetings to include the information (for example: "I am away from my desk right now. Leave a message at the tone, or press 4 to transfer to another sales representative.").

---

## Specifying an Alternate Contact Number by Using the Phone Keypad

---

**Step 1** Call and sign in to Connection.

**Step 2** At the Main menu, select the option **Setup Options**, then **Alternate Contact Numbers**.

**Note** Connection plays the prompt to configure alternate contact numbers only when one or more keys are configured to transfer to an alternate contact number.

- Step 3** Follow the prompts to specify one or more alternate contact numbers. The prompts tell you which keys can be used to transfer to alternate contact numbers.
- 

## Specifying an Alternate Contact Number by Using Voice Commands

---

**Step 1** Call and sign in to Connection.

**Step 2** When Connection asks, "What do you want to do," say:

"**Setup Options.**" (Connection temporarily switches to the phone keypad.)

**Step 3** On the phone keypad, select the option **Alternate Contact Numbers**.

**Note** Connection plays the prompt to configure alternate contact numbers only when one or more keys are configured to transfer to an alternate contact number.

**Step 4** Follow the prompts to specify one or more alternate contact numbers. The prompts tell you which keys can be used to transfer to alternate contact numbers.

**Tip** To switch back to using voice commands, keep pressing \* until you hear the "Voice Command Conversation" prompt.

---





## CHAPTER 17

# Managing Personal Call Transfer Rule Sets to Handle Incoming Calls

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- [About Personal Call Transfer Rule Sets, on page 63](#)
- [Enabling and Disabling the Use of Personal Call Transfer Rule Sets by Basic Transfer Rules, on page 63](#)
- [Enabling and Disabling the Use of Personal Call Transfer Rule Sets, on page 64](#)
- [Enabling and Disabling Individual Rule Sets, on page 65](#)
- [Using the Transfer All Rule Set, on page 67](#)
- [Forwarding All Calls to Cisco Unity Connection, on page 68](#)

## About Personal Call Transfer Rule Sets

You set up personal call transfer rule sets so that Cisco Unity Connection transfers particular calls to you according to caller identity, time of day, and your meeting schedule, or transfers your calls to voicemail or to another phone number. Personal call transfer rules are more advanced than the basic transfer rules—standard, alternate, and closed—which allow you to configure basic transfer settings.

You manage your personal call transfer rule sets in the Personal Call Transfer Rules web tool. Once rule sets have been defined, you can enable them in the web tool or by phone. (For more information on how you use and manage personal call transfer rule sets, see the *User Guide for the Cisco Unity Connection Personal Call Transfer Rules Web Tool*.)

## Enabling and Disabling the Use of Personal Call Transfer Rule Sets by Basic Transfer Rules

Cisco Unity Connection uses personal call transfer rules to process your calls only when the active basic rule—standard, alternate or closed—is configured to apply personal call transfer rules instead of the basic settings.

## Enabling or Disabling the Use of Personal Call Transfer Rule Sets by a Basic Transfer Rule by Using the Phone Keypad

---

- Step 1** Call and sign in to Connection.
  - Step 2** At the Main menu, select the option **Setup Options**, then **Transfer Settings**.
  - Step 3** Select the standard, alternate, or closed transfer rule.
  - Step 4** After Connection announces your current transfer settings, follow the prompts to enable or disable personal call transfer rules.
  - Step 5** Repeat Step 3 and Step 4 for each basic transfer rule, as applicable.
- 

## Enabling or Disabling the Use of Personal Call Transfer Rule Sets by a Basic Transfer Rule by Using Voice Commands

---

- Step 1** Call and sign in to Connection.
  - Step 2** When Connection asks, "What do you want to do" say:  
"Setup Options." (Connection temporarily switches to the phone keypad.)
  - Step 3** On the phone keypad, select the option **Transfer Settings**.
  - Step 4** Select the standard, alternate, or closed transfer rule.
  - Step 5** After Connection announces your current transfer settings, follow the prompts to enable or disable personal call transfer rules.
  - Step 6** Repeat Step 4 and Step 5 for each basic transfer rule, as applicable.
- Tip** To switch back to using voice commands, keep pressing \* until you hear the "Voice Command Conversation" prompt.
- 

## Enabling and Disabling the Use of Personal Call Transfer Rule Sets

Enabling means that Connection uses your personal call transfer rule sets to process calls if your basic transfer rules—the standard, alternate or closed transfer rule—are configured to apply personal call transfer rules instead of the basic settings. Disabling means that Connection does not use personal call transfer rule sets to process calls even if your basic transfer rules are configured to apply personal call transfer rules. In that case, calls will be transferred to your extension.

## Enabling or Disabling the Use of Personal Call Transfer Rule Sets by Using the Phone Keypad

---

- Step 1** Call and sign in to Connection.
- Step 2** At the Main menu, select the option **Setup Options**, then **Transfer Settings**, and **Personal Call Transfer Rules**.
- Step 3** To enable, select the option to turn call routing rules on after Connection tells you that they are off.  
To disable, select the option **Turn Call Routing Rules Off**.
- 

## Enabling or Disabling the Use of Personal Call Transfer Rule Sets by Using Voice Commands

---

- Step 1** Call and sign in to Connection.
- Step 2** When Connection asks, "What do you want to do," say:  
"Setup Options." (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, select the option **Transfer Settings**, then **Personal Call Transfer Rules**.
- Step 4** To enable, select the option to turn call routing rules on after Connection tells you that they are off.  
To disable, select the option **Turn Call Routing Rules Off**.
- 

## Enabling and Disabling Individual Rule Sets

You can enable only one rule set at a time by phone, and the rule set becomes active immediately. Cisco Unity Connection plays the enable prompt only when you have a rule set that is disabled.

Disabling a rule set means making it ineligible to be active. Connection plays the disable prompt only when you have a rule set that is enabled but not active.

When no rule sets are defined or active, calls are transferred to your extension.

## Enabling a Rule Set by Using the Phone Keypad

---

- Step 1** Call and sign in to Connection.
- Step 2** At the Main menu, select the option **Setup Options**, then **Transfer Settings**, and **Personal Call Transfer Rules**.
- Note** Connection plays the prompt to enable a rule set only when personal call transfer rule sets are enabled for use.

- Step 3** Select the option **Enable a Transfer Rule Set**.
- Step 4** Follow the prompts to activate a rule set and to set the number of days you want the rule set to be active.
- 

## Enabling a Rule Set by Using Voice Commands

---

- Step 1** Call and sign in to Connection.
- Step 2** When Connection asks, "What do you want to do," say:  
"Setup Options." (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, select the option **Transfer Settings**, then **Personal Call Transfer Rules**.
- Note** Connection plays the prompt to enable a rule set only when personal call transfer rule sets are enabled for use.
- Step 4** Select the option **Enable a Transfer Rule Set**.
- Step 5** Follow the prompts to activate a rule set and to set the number of days you want the rule set to be active.
- Tip** To switch back to using voice commands, keep pressing \* until you hear the "Voice Command Conversation" prompt.
- 

## Disabling a Rule Set by Using the Phone Keypad

---

- Step 1** Call and sign in to Connection.
- Step 2** At the Main menu, select the option **Setup Options**, then **Transfer Settings**, then **Personal Call Transfer Rules**, and **Disable a Transfer Rule Set**.
- Note** Connection plays the prompt to disable a rule set only when there is a rule set that is enabled but not active.
- Step 3** Follow the prompts to disable the rule set.
- 

## Disabling a Rule Set by Using Voice Commands

---

- Step 1** Call and sign in to Connection.
- Step 2** When Connection asks, "What do you want to do," say:  
"Setup Options." (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, select the option **Transfer Settings**, then **Personal Call Transfer Rules**, and **Disable a Transfer Rule Set**.

**Note** Connection plays the prompt to disable a rule set only when there is a rule set that is enabled but not active.

**Step 4** Follow the prompts to disable the rule set.

**Tip** To switch back to using voice commands, keep pressing \* until you hear the "Voice Command Conversation" prompt.

---

## Using the Transfer All Rule Set

The Transfer All rule set contains a single rule that forwards all of your calls to a specific destination for a specified time. Transfer All is the only rule set that you must set by phone. Cisco Unity Connection activates the rule set and displays it on the Call Transfer Rule Sets page of the Personal Call Transfer Rules web tool.

When you enable Transfer All, it immediately becomes your active rule set for the duration specified. If a transferred call is not answered at the Transfer All destination, Connection transfers the call to voicemail.

## Enabling the Transfer All Rule Set by Using the Phone Keypad

---

**Step 1** Call and sign in to Connection.

**Step 2** At the Main menu, select the option **Setup Options**, then **Transfer Settings**, and **Personal Call Transfer Rules**.

**Step 3** Follow the prompts to transfer all calls to voicemail or to a specific phone number, and to set the number of days you want the Transfer All rule set to be active.

**Tip** A day ends at 11:59 p.m., so a duration of one day means until the end of the current day (11:59 p.m.), two days is through the end of tomorrow, and so on. You can enter from 1-999 days for duration.

---

## Enabling the Transfer All Rule Set by Using Voice Commands

---

**Step 1** Call and sign in to Connection.

**Step 2** When Connection asks, "What do you want to do," say:

"**Setup Options**." (Connection temporarily switches to the phone keypad.)

**Step 3** On the phone keypad, select the option **Transfer Settings**, then **Personal Call Transfer Rules**.

**Step 4** Follow the prompts to transfer all calls to voicemail or to a specific phone number, and to set the number of days you want the Transfer All rule set to be active.

**Tip** A day ends at 11:59 p.m., so a duration of one day means until the end of the current day (11:59 p.m.), two days is through the end of tomorrow, and so on. You can enter from 1-999 days for duration.

**Tip** To switch back to using voice commands, keep pressing \* until you hear the "Voice Command Conversation" prompt.

---

## Disabling the Transfer All Rule Set by Using the Phone Keypad

---

- Step 1** Call and sign in to Connection.
- Step 2** At the Main menu, select the option **Setup Options**, then **Transfer Settings**, then **Personal Call Transfer Rules**, and **Cancel Transferring All Calls to This Destination**.
- 

## Disabling the Transfer All Rule Set by Using Voice Commands

---

- Step 1** Call and sign in to Connection.
- Step 2** When Connection asks, "What do you want to do," say:  
"Setup Options." (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, select the option **Transfer Settings**, then **Personal Call Transfer Rules**, and **Cancel Transferring All Calls to This Destination**.
- Tip** To switch back to using voice commands, keep pressing \* until you hear the "Voice Command Conversation" prompt.
- 

## Forwarding All Calls to Cisco Unity Connection

You can forward all your incoming calls to Cisco Unity Connection so that your personal call transfer rule sets are applied to calls immediately. With this option, the phone system does not ring your extension first before applying personal call transfer rule sets to locate you when there is no answer.

## Forwarding All Calls to Cisco Unity Connection by Using the Phone Keypad

---

- Step 1** Call and sign in to Connection.
- Step 2** At the Main menu, select the option **Setup Options**, then **Transfer Settings**, and **Personal Call Transfer Rules**.
- Step 3** Follow the prompts to forward all calls to Connection, and to set the number of days you want the forwarding to be active.

**Tip** A day ends at 11:59 p.m., so a duration of one day means until the end of the current day (11:59 p.m.), two days is through the end of tomorrow, and so on. You can enter from 1-999 days for duration.

---

## Forwarding All Calls to Cisco Unity Connection by Using Voice Commands

---

**Step 1** Call and sign in to Connection.

**Step 2** When Connection asks, "What do you want to do," say:

"Setup Options." (Connection temporarily switches to the phone keypad.)

**Step 3** On the phone keypad, select the option **Transfer Settings**, then **Personal Call Transfer Rules**.

**Step 4** Follow the prompts to forward all calls to Connection, and to set the number of days you want the forwarding to be active.

**Tip** A day ends at 11:59 p.m., so a duration of one day means until the end of the current day (11:59 p.m.), two days is through the end of tomorrow, and so on. You can enter from 1-999 days for duration.

**Tip** To switch back to using voice commands, keep pressing \* until you hear the "Voice Command Conversation" prompt.

---

## Canceling Forwarding of All Calls to Cisco Unity Connection by Using the Phone Keypad

---

**Step 1** Call and sign in to Connection.

**Step 2** At the Main menu, select the option **Setup Options**, then **Transfer Settings**, then **Personal Call Transfer Rules**, and **Cancel Forwarding All Calls to Cisco Unity Connection**.

---

## Canceling Forwarding of All Calls to Cisco Unity Connection by Using Voice Commands

---

**Step 1** Call and sign in to Connection.

**Step 2** When Connection asks, "What do you want to do," say:

"**Setup Options**." (Connection temporarily switches to the phone keypad.)

**Step 3** On the phone keypad, select the option **Transfer Settings**, then **Personal Call Transfer Rules**, and **Cancel Forwarding All Calls to Cisco Unity Connection**.

**Tip** To switch back to using voice commands, keep pressing \* until you hear the "Voice Command Conversation" prompt.

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## CHAPTER 18

# Changing Playback Settings

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- [About Playback Settings, on page 71](#)
- [Changing Playback Volume for Individual Messages, on page 71](#)
- [Changing Playback Speed for Individual Messages, on page 72](#)
- [Changing Playback Volume for the Connection Conversation, on page 73](#)
- [Changing Playback Speed for the Connection Conversation, on page 73](#)

## About Playback Settings

Playback settings allow you to change the playback volume and the playback speed of:

- An individual message as you are listening to it.
- The conversation for your current phone session at any point while Connection is playing a prompt.

Changes for individual message playback do not affect playback for other messages you hear during the same phone session. Changes for conversation playback last until you hang up the phone; the next time you call Connection, playback settings are reset to the defaults.



---

**Note** To adjust the conversation speed or volume, you use voice commands; you cannot use the phone keypad.

---

## Changing Playback Volume for Individual Messages

As you listen to a message by phone, you can adjust the volume for that message. Changes do not affect the playback volume of other messages you hear during the same phone session.

### Changing Playback Volume for an Individual Message by Using the Phone Keypad

---

The key that you press to adjust playback volume will depend on your conversation. Ask your system administrator which key is assigned to change playback volume. While listening to a message, toggle among these volume settings:

Option	Description
Press key once	Increases the volume
Press key again	Decreases the volume
Press key again	Returns the volume to normal

## Changing Playback Volume for an Individual Message by Using Voice Commands

While listening to a message, use the following voice commands:

Action	Command
Change volume	"Louder" or "Softer"
Reset playback volume to the default setting (not available on some systems)	"Reset volume"

## Changing Playback Speed for Individual Messages

As you listen to a message by phone, you can adjust the playback speed for that message. Changes do not affect the playback speed of other messages you hear during the same phone session.

## Changing Playback Speed for an Individual Message by Using the Phone Keypad

The key that you press to adjust playback speed will depend on your conversation. Ask your system administrator which keys are assigned to increase and decrease playback speed. While listening to a message, use the following speed settings:

Option	Description
Press decrease key	Slow message playback.
Press increase key once	Fast message playback.
Press increase key again	Faster message playback.

## Changing Playback Speed for an Individual Message by Using Voice Commands

While listening to a message, use the following voice commands:

Action	Command
Slow playback	"Slower"
Fast playback	"Faster"
Reset playback speed	"Reset speed"

**Tip** There are four playback speeds available: the speed at which the message was recorded, one slower speed, and two faster speeds.

## Changing Playback Volume for the Connection Conversation

You can use voice commands to change the volume of the Cisco Unity Connection conversation at any point while Connection is playing prompts. (You cannot use the phone keypad to adjust the conversation volume.)

Changes last until you hang up the phone; the next time you call Connection, the volume is reset to the default setting.

## Changing Conversation Playback Volume by Using Voice Commands

While listening to a prompt, use the following voice commands:

Action	Command
Change volume	"Louder" or "Softer"
Reset playback volume to the default setting (not available on some systems)	"Reset volume"

## Changing Playback Speed for the Connection Conversation

You can use voice commands to change the speed of the Cisco Unity Connection conversation at any point while Connection is playing prompts. (You cannot use the phone keypad to adjust the conversation speed.)

Changes last until you hang up the phone; the next time you call Connection, the speed is reset to the default setting.

## Changing Conversation Playback Speed by Using Voice Commands

---

While listening to a prompt, use the following voice commands:

Action	Command
Change speed	"Slower" or "Faster"
Reset playback speed to the default setting	"Reset speed"

---



## CHAPTER 19

# Broadcast Messages

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- [About Broadcast Messages, on page 75](#)

## About Broadcast Messages

Occasionally, you may receive a voice message known as a broadcast message from your Cisco Unity Connection administrator, network administrator, or management personnel in your organization. Broadcast messages are recorded announcements sent to everyone in your organization. For example, your Connection administrator may send a message asking all users to change their PINs, or a Human Resources manager may send a message reminding employees about a deadline for a new benefits package.

Connection plays any broadcast messages immediately after you sign in by phone. You must listen to each broadcast message in its entirety before Connection will allow you to check your new and saved messages or to change your setup options. Once a broadcast message has been played, it is permanently deleted for you. You cannot respond to or save broadcast messages.

Broadcast messages do not trigger the message indicator on your phone (for example, a light or a distinctive dial tone when you pick up the receiver).

If you are using the voice-recognition option, you cannot use a voice command to delete a broadcast message. Instead, you are prompted to press # when the message is finished playing. Once the message is deleted, you can continue using voice commands to play and manage other messages.





## CHAPTER 20

# Managing the Size of Your Mailbox

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- [About Mailbox Size, on page 77](#)
- [Reasons Your Mailbox May Fill Up Quickly, on page 77](#)

## About Mailbox Size

A full mailbox can affect the speed at which Cisco Unity Connection processes your messages. When you sign in by phone, Connection notifies you when your mailbox is:

- Almost full.
- Full and you can no longer send new messages.
- Full and you can no longer send or receive new messages.

Your Connection administrator sets the storage limits for your mailbox. Exceeding those limits can prevent you from sending and receiving messages.



---

**Note** Broadcast messages are not included in your total mailbox size.

---

## Reasons Your Mailbox May Fill Up Quickly

If you feel that your Cisco Unity Connection mailbox fills up more quickly than you expect, the reasons listed below may explain why. (Your Connection administrator specifies the size of your mailbox.)

### **Message-retention policy may not be enforced**

By default, Connection does not automatically delete messages once they reach a certain age. This means that unless your Connection administrator set up the system to enforce a message-retention policy, you are responsible for managing the size of your mailbox by periodically reviewing your saved messages and either moving, archiving, or deleting them permanently.

If Connection is set up to enforce a message-retention policy, ask your Connection administrator how long the system stores your messages before permanently deleting them. You can then plan to archive or move important messages ahead of time. Connection does not indicate when a message-retention policy is enforced, nor does it warn you before messages are permanently deleted as a result of such a policy.

**Nondelivery receipts are included in total mailbox size**

When you receive nondelivery receipts (NDRs) for messages that you send, your mailbox can quickly increase in size—especially when original messages included large attachments.

**Total message size includes original when messages are forwarded**

You may receive messages that have been forwarded many times over, which increases message size. The original message plus all recorded introductions that were added during forwarding equal the total message size. As a result, your mailbox can exceed its limit, even though you may have relatively few messages stored in it.

**Total message size includes attachments**

You may receive messages that contain attached files such as spreadsheets, documents, faxes, and pictures. The message plus all attached files equal the total message size. As a result, your mailbox can exceed its limit, even though you may have relatively few messages stored in it.





## CHAPTER 21

# Cisco Unity Connection Phone Menus and Voice Commands

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- [About the Phone Menu and Voice Command Tables, on page 79](#)
- [Phone Menus for the Standard Conversation, on page 79](#)
- [Phone Menus for the Classic Conversation, on page 83](#)
- [Phone Menus for Optional Conversation 1, on page 88](#)
- [Phone Menus for Alternate Keypad Mapping N, on page 92](#)
- [Phone Menus for Alternate Keypad Mapping X, on page 95](#)
- [Phone Menus for Alternate Keypad Mapping S, on page 97](#)
- [Voice Commands, on page 99](#)
- [Video Messages and Phone Menu, on page 105](#)

## About the Phone Menu and Voice Command Tables

The tables below show the most frequently used menus, shortcuts, and voice commands for managing your messages and preferences by phone for the different versions of the Cisco Unity Connection conversation.

Ask your Connection administrator which conversation version you are set up to use.

## Phone Menus for the Standard Conversation

- [Main Menu and Shortcuts \(Standard Conversation\), on page 79](#)
- [Send a Message Menu and Shortcuts \(Standard Conversation\), on page 81](#)
- [During Message Menu and Shortcuts \(Standard Conversation\), on page 81](#)
- [After Message Menu and Shortcuts \(Standard Conversation\), on page 82](#)
- [Recording Menu \(Standard Conversation\), on page 83](#)

### **Main Menu and Shortcuts (Standard Conversation)**

*Revised November 16, 2010*

While listening to the Main menu, press:

Action	Key(s)
Hear new messages	1
Send a message	2
Review saved messages	3 1
Review deleted messages (Not available on some systems)	3 2
Change setup options	4
Change greetings	4 1
Turn alternate greeting on or off	4 1 2
Edit other greetings	4 1 3
Change message notification	4 2 1
Change fax delivery (Not available on some systems)	4 2 2
Select full or brief menus	4 2 3
Change PIN	4 3 1
Change recorded name	4 3 2
Change call transfer	4 4
Find messages from a Connection user (Not available on some systems)	5 1
Find messages from all outside callers (Not available on some systems)	5 2
Find messages from an outside caller (Not available on some systems)	5 3
Hear meetings (Not available on some systems)	6
Hear external messages (Not available on some systems)	7
Switch between using the phone keypad and using voice commands (Connection 8.5 and later) (Not available on some systems)	9

**Send a Message Menu and Shortcuts (Standard Conversation)**

After recording and addressing a message, press:

Action	Key(s)
Send message	#
Add name	9 1
Mark message urgent	1
Request return receipt	2
Mark message private	3
Set future delivery	4
Review recording	5
Rerecord	6
Add to the message	7
Mark message secure	9 3

**During Message Menu and Shortcuts (Standard Conversation)**

While listening to a message, press:

Action	Key(s)
Restart message	1
Play message by number	1 2
Play previous message	1 4
Play next message	1 6
Save	2
Delete	3
Reply	4
Reply to all	4 2
Return call to sender	4 4
Forward message	5
Slow playback	6 4
Fast playback	6 6
Change volume	6 5

Action	Key(s)
(Not available on some systems)	
Reset volume to default level (Not available on some systems)	<b>6 3</b>
Rewind message	<b>7</b>
Pause or resume	<b>8</b>
Fast-forward	<b>9</b>
Fast-forward to end	<b>#</b>
Play first message	<b>1 7</b>
Play last message	<b>1 9</b>
Toggle urgent status on/off	<b>1 8</b>
Skip message, save or restore as saved (Not available on some systems)	<b># 2</b>
Skip message, save or restore as new (Not available on some systems)	<b>6</b>
Skip message, save as is	<b># #</b>
Send fax to fax machine for printing (Not available on some systems)	<b>6 8</b>
Play message properties	<b>1 5</b>
Cancel or back up	<b>*</b>
Help	<b>0</b>

#### After Message Menu and Shortcuts (Standard Conversation)

After listening to a message, press:

Action	Key(s)
Replay message	<b>1</b>
Play message by number	<b>1 2</b>
Play previous message	<b>1 4</b>
Play next message	<b>1 6</b>
Play first message	<b>1 7</b>

Action	Key(s)
Play last message	1 9
Toggle urgent status on/off	1 8
Save or restore as saved (Not available on some systems)	2
Delete	3
Reply	4
Reply to all	4 2
Call the sender (Not available on some systems)	4 4
Forward message	5
Save or restore as new (Not available on some systems)	6
Rewind	7
Send fax to fax machine for printing (Not available on some systems)	6 8
Play message properties	1 5
Save as is	#
Cancel or back up	*
Help	0

#### Recording Menu (Standard Conversation)

Use the following keys while you record messages, names, and greetings:

Action	Key(s)
Pause or resume	8
End a recording	#

## Phone Menus for the Classic Conversation

- [Main Menu and Shortcuts \(Classic Conversation\)](#), on page 84
- [Send a Message Menu and Shortcuts \(Classic Conversation\)](#), on page 85

- [During Message Menu and Shortcuts \(Classic Conversation\)](#), on page 85
- [After Message Menu and Shortcuts \(Classic Conversation\)](#), on page 87
- [Recording Menu \(Classic Conversation\)](#), on page 88

### Main Menu and Shortcuts (Classic Conversation)

*Revised November 16, 2010*

While listening to the Main menu, press:

Action	Key(s)
Hear new messages	1
Send a message	2
Review saved messages	3 1
Review deleted messages (Not available on some systems)	3 2
Change setup options	4
Change greetings	4 1
Turn alternate greeting on or off	4 1 2
Edit other greetings	4 1 3
Change message notification	4 2 1
Change fax delivery (Not available on some systems)	4 2 2
Select full or brief menus	4 2 3
Change PIN	4 3 1
Change recorded name	4 3 2
Change call transfer	4 4
Find messages from a Connection user (Not available on some systems)	5 1
Find messages from all outside callers (Not available on some systems)	5 2
Find messages from an outside caller (Not available on some systems)	5 3
Hear meetings	6

Action	Key(s)
(Not available on some systems)	
Hear external messages (Not available on some systems)	7
Switch between using the phone keypad and using voice commands (Connection 8.5 and later) (Not available on some systems)	9

### Send a Message Menu and Shortcuts (Classic Conversation)

After recording and addressing a message, press:

Action	Key(s)
Send message	#
Add name	9 1
Mark message urgent	1
Request return receipt	2
Mark message private	3
Set future delivery	4
Review recording	5
Rerecord	6
Add to the message	7
Mark message secure	9 3

### During Message Menu and Shortcuts (Classic Conversation)

While listening to a message, press:

Action	Key(s)
Restart message	1
Play message by number	1 2
Play previous message	1 4
Play next message	1 6
Save	2
Delete	3

Action	Key(s)
Slow playback	4
Change volume (Not available on some systems)	5
Fast playback	6
Rewind message	7
Pause or resume	8
Fast-forward	9
Fast-forward to end	#
Restore as saved (Not available on some systems)	# 2
Reply	# 4
Reply to all	# 4 2
Forward message	# 5
Save or restore as new (Not available on some systems)	# 6
Send fax to fax machine for printing (Not available on some systems)	# 8
Play message properties	# 9
Skip message, save as is	# #
Cancel or back up	*
Help	0

In case of video messages, following prompts

#### During Message Menu and Shortcuts (Classic Conversation)

While listening to a message, press:

Action	Key(s)
Restart message	1
Play message by number	1 2
Play previous message	1 4



Action	Key(s)
Play next message	<b>1 6</b>
Save	<b>2</b>
Delete	<b>3</b>
Slow playback	<b>4</b>
Change volume (Not available on some systems)	<b>5</b>
Fast playback	<b>6</b>
Rewind message	<b>7</b>
Pause or resume	<b>8</b>
Fast-forward	<b>9</b>
Fast-forward to end	<b>#</b>
Restore as saved (Not available on some systems)	<b># 2</b>
Reply	<b># 4</b>
Reply to all	<b># 4 2</b>
Forward message	<b># 5</b>
Save or restore as new (Not available on some systems)	<b># 6</b>
Send fax to fax machine for printing (Not available on some systems)	<b># 8</b>
Play message properties	<b># 9</b>
Skip message, save as is	<b># #</b>
Cancel or back up	<b>*</b>
Help	<b>0</b>

#### After Message Menu and Shortcuts (Classic Conversation)

After listening to a message, press:

Action	Key(s)
Replay message	<b>1</b>

Action	Key(s)
Play message by number	1 2
Play previous message	1 4
Play next message	1 6
Save or restore as saved (Not available on some systems)	2
Delete	3
Reply	4
Reply to all	4 2
Call the sender (Not available on some systems)	4 4
Forward message	5
Save or restore as new (Not available on some systems)	6
Rewind	7
Send fax to fax machine for printing (Not available on some systems)	8
Play message properties	9
Save as is	#
Cancel or back up	*
Help	0

#### Recording Menu (Classic Conversation)

Use the following keys while you record messages, names, and greetings:

Action	Key(s)
Pause or resume	8
End a recording	#

## Phone Menus for Optional Conversation 1

- [Main Menu and Shortcuts \(Optional Conversation 1\)](#), on page 89

- [Send a Message Menu and Shortcuts \(Optional Conversation 1\)](#), on page 90
- [During Message Menu and Shortcuts \(Optional Conversation 1\)](#), on page 90
- [After Message Menu and Shortcuts \(Optional Conversation 1\)](#), on page 91
- [Recording Menu \(Optional Conversation 1\)](#), on page 92

### Main Menu and Shortcuts (Optional Conversation 1)

*Revised November 16, 2010*

While listening to the Main menu, press:

Action	Key(s)
Hear new messages	1
Send a message	2
Review saved messages	3 1
Review deleted messages (Not available on some systems)	3 2
Change setup options	4
Change greetings	4 1
Turn alternate greeting on or off	4 1 2
Change message notification	4 2 1
Change fax delivery (Not available on some systems)	4 2 2
Select full or brief menus	4 2 3
Change PIN	4 3 1
Change recorded name	4 3 2
Change call transfer	4 4
Find messages from a Connection user (Not available on some systems)	5 1
Find messages from all outside callers (Not available on some systems)	5 2
Find messages from an outside caller (Not available on some systems)	5 3
Hear meetings	6

Action	Key(s)
(Not available on some systems)	
Hear external messages (Not available on some systems)	7
Switch between using the phone keypad and using voice commands (Connection 8.5 and later) (Not available on some systems)	9

### Send a Message Menu and Shortcuts (Optional Conversation 1)

After addressing and recording a message, press:

Action	Key(s)
Send message	#
Add name	9 1
Mark message urgent and send	1 #
Request return receipt and send	2 #
Mark message private and send	3 #
Set future delivery	4
Review recording	5
Rerecord	6
Add to the message	7
Mark message secure	9 3

### During Message Menu and Shortcuts (Optional Conversation 1)

While listening to a message, press:

Action	Key(s)
Rewind	1
Play a message by number	1 2
Play previous message	1 4
Play next message	1 6
Pause or resume	2
Fast-forward	3

Action	Key(s)
Fast-forward to end	3 3
Send fax to fax machine for printing (Not available on some systems)	3 3 2
Forward message	3 3 6
Delete message	3 3 7
Reply	3 3 8
Reply to all	3 3 8 2
Save or restore as saved (Not available on some systems)	3 3 9
Slow playback	4
Slower playback	4 4
Play message properties	5
Fast playback	6
Faster playback	6 6
Decrease volume (Not available on some systems)	7
Reset volume (Not available on some systems)	8
Increase volume (Not available on some systems)	9
Skip message, save as is	#
Skip message, save as new (new and saved messages)	# #
Cancel or back up	*
Help	0

### After Message Menu and Shortcuts (Optional Conversation 1)

After listening to a message, press:

Action	Key(s)
Skip back	1

Action	Key(s)
Play a message by number	1 2
Play previous message	1 4
Play next message	1 6
Send fax to fax machine for printing (Not available on some systems)	2
Replay message	4
Play message properties	5
Forward message	6
Delete	7
Reply	8
Reply to all	8 2
Call the sender (Not available on some systems)	8 8
Save or restore as saved (Not available on some systems)	9
Save as is	#
Save or restore as new (Not available on some systems)	# #
Cancel or back up	*
Help	0

### Recording Menu (Optional Conversation 1)

Use the following keys while you record messages, names, and greetings:

Action	Key(s)
Pause or resume	8
End a recording	#

## Phone Menus for Alternate Keypad Mapping N

- [Main Menu and Shortcuts \(Alternate Keypad Mapping N\)](#), on page 93

- [During Message Menu and Shortcuts \(Alternate Keypad Mapping N\)](#), on page 93
- [After Message Menu and Shortcuts \(Alternate Keypad Mapping N\)](#), on page 94
- [Recording Menu \(Alternate Keypad Mapping N\)](#), on page 94

### Main Menu and Shortcuts (Alternate Keypad Mapping N)

*Revised November 16, 2010*

While listening to the Main menu, press:

Action	Key(s)
Hear new messages	1
Send a message	2
Review saved and deleted messages (Not available on some systems)	3
Change setup options	4
Find messages from a Connection user (Not available on some systems)	5 1
Find messages from all outside callers (Not available on some systems)	5 2
Find messages from an outside callers (Not available on some systems)	5 3
Hear meetings (Not available on some systems)	6
Switch between using the phone keypad and using voice commands (Connection 8.5 and later) (Not available on some systems)	9
Exit	*
Repeat menu	#
Main menu Help	0

### During Message Menu and Shortcuts (Alternate Keypad Mapping N)

While listening to a message, press:

Action	Key(s)
Rewind message	1

Action	Key(s)
Fast-forward	3
Skip message, save as is	6
Reply	7 1
Call the sender (Not available on some systems)	9
Cancel or back up	#
Operator	0

### After Message Menu and Shortcuts (Alternate Keypad Mapping N)

After listening to a message, press:

Action	Key(s)
Rewind	4
Save as is	6
Call the sender (Not available on some systems)	9
Play message properties	7 0
Reply	7 1
Replay message	7 2
Forward message	7 3
Reply to all	7 4
Delete	7 6
Save or restore as saved (Not available on some systems)	7 7
Save or restore as new (Not available on some systems)	7 8
Cancel or back up	*
Operator	0

### Recording Menu (Alternate Keypad Mapping N)

Use the following keys while you record messages, names, and greetings:



Action	Key(s)
Pause or resume	8
End a recording	#

## Phone Menus for Alternate Keypad Mapping X

- [Main Menu and Shortcuts \(Alternate Keypad Mapping X\)](#), on page 95
- [During Message Menu and Shortcuts \(Alternate Keypad Mapping X\)](#), on page 96
- [After Message Menu and Shortcuts \(Alternate Keypad Mapping X\)](#), on page 96
- [Recording Menu \(Alternate Keypad Mapping X\)](#), on page 97

### Main Menu and Shortcuts (Alternate Keypad Mapping X)

*Revised November 16, 2010*

While listening to the Main menu, press:

Action	Key(s)
Send a message	1
Hear new messages	2
Review saved and deleted messages (Not available on some systems)	3
Change setup option	5
Find messages from a Connection user (Not available on some systems)	8 1
Find messages from all outside callers (Not available on some systems)	8 2
Find messages from an outside caller (Not available on some systems)	8 3
Switch between using the phone keypad and using voice commands (Connection 8.5 and later) (Not available on some systems)	9
Exit	*
Repeat menu	#
Main menu Help	0

**During Message Menu and Shortcuts (Alternate Keypad Mapping X)**

While listening to a message, press:

Action	Key(s)
Skip to message body	2
Pause or resume	3
Increase volume (Not available on some systems)	4
Rewind message	5
Fast-forward	6
Decrease volume (Not available on some systems)	7
Slow playback	8
Fast playback	9
Fast-forward to end of message	#

**After Message Menu and Shortcuts (Alternate Keypad Mapping X)**

After listening to a message, press:

Action	Key(s)
Save or restore as saved (Not available on some systems)	1
Play message by number	1 2
Play previous message	1 4
Play next message	1 6
Forward message	2
Replay message	2 3
Delete	3
Save or restore as new (Not available on some systems)	4
Rewind	5
Save as is	6

Action	Key(s)
Reply	7
Cancel or back up	#

### Recording Menu (Alternate Keypad Mapping X)

Use the following keys while you record messages, names, and greetings:

Action	Key(s)
Pause or resume	8
End a recording	#

## Phone Menus for Alternate Keypad Mapping S

- [Main Menu and Shortcuts \(Alternate Keypad Mapping S\)](#), on page 97
- [During Message Menu and Shortcuts \(Alternate Keypad Mapping S\)](#), on page 98
- [After Message Menu and Shortcuts \(Alternate Keypad Mapping S\)](#), on page 98
- [Recording Menu \(Alternate Keypad Mapping S\)](#), on page 99

### Main Menu and Shortcuts (Alternate Keypad Mapping S)

*Revised November 16, 2010*

While listening to the Main menu, press:

Action	Key(s)
Switch between using the phone keypad and using voice commands (Connection 8.5 and later) (Not available on some systems)	1
Review saved and deleted messages (Not available on some systems)	3
Change setup options	4
Hear new messages	5
Send a message	6
Find messages from a Connection user (Not available on some systems)	8 1
Find messages from all outside callers	8 2

Action	Key(s)
(Not available on some systems)	
Find messages from an outside caller (Not available on some systems)	8 3
Exit	9
Repeat menu	#
Main menu Help	0

### During Message Menu and Shortcuts (Alternate Keypad Mapping S)

While listening to a message, press:

Action	Key(s)
Forward message	1 3
Call the sender (Not available on some systems)	1 4
Play previous message	1 5
Reply	1 7
Rewind message	2
Skip message body	2 2
Delete	3
Fast-forward	4
Skip message, save as is	5
Save or restore as saved (Not available on some systems)	7
Skip to message footer	8
Fast-forward to end of message	#
Pause or resume	*

### After Message Menu and Shortcuts (Alternate Keypad Mapping S)

After listening to a message, press:

Action	Key(s)
Forward message	1 3

Action	Key(s)
Play previous message	1 5
Reply	1 7
Rewind message	2
Replay message	2 2
Delete	3
Reply to all	4 2
Call the sender (Not available on some systems)	4 4
Save as is	5
Save or restore as new (Not available on some systems)	6
Save or restore as saved (Not available on some systems)	7
Send fax to fax machine for printing (Not available on some systems)	8
Play message properties	9
Cancel or back up	*

### Recording Menu (Alternate Keypad Mapping S)

Use the following keys while you record messages, names, and greetings:

Action	Key(s)
Pause or resume	8
End a recording	#

## Voice Commands

The tables below list voice commands and applicable keys for the following menus when you are using the voice-recognition input style:

- [Main Menu \(Voice Commands\)](#), on page 100
- [Send a Message Menu \(Voice Commands\)](#), on page 101

- [During Message Menu \(Voice Commands\)](#), on page 102
- [During Meeting Reminder Menu \(Voice Commands\)](#), on page 103
- [After Message Menu \(Voice Commands\)](#), on page 104
- [Universal Actions \(Voice Commands\)](#), on page 104

### Main Menu (Voice Commands)

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

While listening to the Main menu, say:

Action	Voice Command
Hear a voice command tutorial	"Tutorial"
Hear voice messages, emails, faxes*, external messages*, receipts, or meetings* (*Not available on some systems)	
Hear all new messages	"Play new messages"
Hear all messages (new and saved)	"Play all messages"
Hear new, saved, or deleted voice messages from a Connection user	"Play <new/saved/deleted> messages from <name of user>"
Send a voice message	"Send a message"
Hear saved voice messages, emails, faxes*, external messages*, or receipts (*Not available on some systems)	
Hear all saved messages	"Play saved messages"
Hear deleted voice messages, emails, faxes*, external messages** or receipts (*Not available on some systems)	
Hear all deleted messages (Not available on some systems)	"Play deleted messages"
Hear all greetings	"Play all greetings"
Hear a specific greeting	"Play <greeting name> greeting"
Hear the standard greeting	"Play my greeting"
Record a new greeting	"Record <greeting name> greeting"

Action	Voice Command
Record the standard greeting	"Record my greeting"
Turn a greeting on or off	"Turn on <greeting name> greeting" "Turn off <greeting name> greeting"
Use the system default greeting	"Use default <greeting name> greeting"
Use the system default greeting for the standard greeting	"Use my default greeting"
Use nothing for a greeting—callers will hear only a tone to signal that they should leave a message	"Play nothing for my <greeting name> greeting"
Hear greetings menu Help	"Greetings Help"
Change PIN	"Change my PIN "
Hear directory listing status	"Get my directory listing status"
Change directory listing status	"List my number in the directory" "Do not list my number in the directory"
Hear recorded name	"Play my recorded name"
Change recorded name	"Change my recorded name"
Hear meetings on a particular date (Not available on some systems)	"Play meetings on <date>"
Switch to temporarily using the phone keypad	"Touchtone conversation"
Call a Connection user	"Call <name of user>" "Call <extension>"
Call a contact or administrator-defined contact	"Call <contact name> at <home/work/mobile>"
Permanently delete all messages in the Deleted Items folder	"Empty Deleted Items folder"

### Send a Message Menu (Voice Commands)

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

After addressing and recording a voice message, say:

Action	Voice Command
Send message	"Send"
Edit recording	"Change recording"
Review message properties	"Review message properties"

Action	Voice Command
Edit recipients	"Edit recipients"
Mark message urgent	"Set urgent"
Cancel message urgent	"Cancel urgent"
Mark message private	"Set private"
Cancel message private	"Cancel private"
Mark message urgent and private	"Set urgent and private"
Mark message return receipt	"Set return receipt"
Cancel message return receipt	"Cancel return receipt"
Have Connection deliver the message at a future date or time	"Future delivery"
Cancel future delivery	"Cancel future delivery"
Add additional recipients	"Add names"
Review recorded message and message properties	"Review message"

### During Message Menu (Voice Commands)

*Revised November 16, 2010*

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

While listening to a message, say:

Action	Voice Command
Restart message	"Repeat"
Play previous message	"Previous"
Play next message	"Next"
Save message	"Save"
Delete	"Delete"
Reply	"Reply"
Reply to all	"Reply all"
Forward message	"Forward"
Save or restore as new (Not available on some systems)	"Mark new"



Action	Voice Command
Play message properties	"Message properties"
Slow playback	"Slower"
Change volume (Not available on some systems)	"Louder" or "Softer"
Fast playback	"Faster"
Rewind message	"Jump back"
Fast-forward to end	"Skip forward"
Pause or resume	"Pause" or "Resume"
Fast-forward	"Jump ahead"
Reset playback speed	"Reset speed"
Reset playback volume	"Reset volume"
List message recipients (Connection 8.5 and later)	"List recipients"

#### During Meeting Reminder Menu (Voice Commands)

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

While listening to a meeting reminder, say:

Action	Voice Command
Dial into meeting	"Join"
Hear list of participants	"List participants"
Record message to send to meeting organizer	"Send message to organizer"
Record message to send to meeting participants	"Send message to participants"
Hear about the next meeting reminder	"Next"
Hear about the previous meeting reminder	"Previous"
Accept a meeting invitation	"Accept"
Decline a meeting invitation	"Decline"
Cancel a meeting (meeting organizer only)	"Cancel meeting"



**Note** The voice commands in this menu work only if you are using the calendar integration.

### After Message Menu (Voice Commands)

*Revised November 16, 2010*

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

After listening to a message, say:

Action	Voice Command
Replay message	"Repeat"
Play previous message	"Previous"
Play next message	"Next"
Save or restore as saved	"Save"
Delete	"Delete"
Reply	"Reply"
Reply to all	"Reply all"
Resend original message (NDRs only)	"Resend"
Call the sender (Not available on some systems)	"Call sender"
Forward message	"Forward"
Save or restore as new (Not available on some systems)	"Mark new"
Rewind message	(No command available)
Play the original message (NDRs only)	"Play original message"
Play message properties	"Message properties"
List message recipients (Connection 8.5 and later)	"List recipients"

### Universal Actions (Voice Commands)

*Revised November 16, 2010*

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

Use the following commands at any time:

Action	Voice Command
Cancel or back up	"Cancel"
Voice command Help	"Help"
Phone keypad Help	"Touchtone command Help"
Return to Main menu	"Main menu"
Hang up or exit the voicemail system	"End call" "Goodbye"
Repeat message or menu options	"Repeat"
Change playback speed	"Faster" or "Slower"
Change playback volume (Not available on some systems)	"Louder" or "Softer"
Reset playback speed to the default setting	"Reset speed"
Reset playback volume to the default setting (Not available on some systems)	"Reset volume"
Pause or resume	"Pause" or "Resume"

## Video Messages and Phone Menu

In addition to audio messages, you can also use phone menus to play or record video messages. However, the behavior of video messages is different for the following menus:

Phone Menu	Behavior of Video Message
Slow Playback	Starts playing the video message from the beginning with the same speed.
Change Volume	Starts playing the video message from the beginning with the same volume.
Fast Playback	Starts playing the video message from the beginning with the same speed.
Reset Speed to Default	Starts playing the video message from the beginning with the same speed.

<b>Phone Menu</b>	<b>Behavior of Video Message</b>
Quieter Playback	Starts playing the video message from the beginning with the same volume.
Reset Volume to Default	Starts playing the video message from the beginning with the same volume.
Louder playback	Starts playing the video message from the beginning with the same volume.
Rewind	Starts playing the video message from the beginning.
Pause or Resume	Allows you to pause the video message but once you select resume the message starts playing from the beginning.
Fast Forward	Starts playing the after message menu as soon as you select this option.
Play Message Attachments	Plays only audio part of the message attachment.
Forward Message	Forwards only the audio part of the video message to the recipient.
Forward Original Message	Forwards only the audio part of the video message as attachment to the recipient.
Reply	Allows you to reply to a video message in audio format only.
Reply to all	Allows you to reply to a video message to all the recipients in audio format only.



## CHAPTER 22

# Managing Video Messages

---

Similar to voice messages, you can also send or receive video messages to the other users in case of Ring No Answer (RNA) using Unity Connection.

While replying or forwarding a video message, the message is sent as an audio message only. For more information on replying or forwarding an audio message and basics of messaging, see [Voicemail Basics](#) chapter.

- [Sending Video Messages](#) , on page 107
- [Checking Video Messages](#), on page 108

## Sending Video Messages

You can also record a video message for an identified or unidentified user in case of Ring Not Answered (RNA). When a called user is busy and call is not answered, you receive a greeting (standard or video) from the called user. After the greeting is played, you can record a video message for the called user. Unlike voice messages, you cannot send a video message without dialing the extension of a user. Video messages can be sent only in case of RNA.

If the video message is not delivered to the called user, you receive a non-delivery receipt (NDR) with audio part of the message attached into it. You can resend the non-delivered message in audio format.



---

**Note** While recording a video message, if the communication between Unity Connection and MediaSense is lost, the call gets converted to audio. If a video call is converted to audio because of no response from MediaSense, it cannot be restored again as a video.

---

## Sending a Video Message Using the Phone Keypad

---

- Step 1** Dial a user extension. .  
Standard greeting or video greeting is played if the user does not answer the call
- Step 2** Record the video message after the tone.
- Step 3** Follow the prompts to play, re-record, or send video message.  
To pause or resume recording, press 8. To end recording, press #.

**Note** Sending video message using voice commands is not supported.

---

## Checking Video Messages

You can check/play new and saved video messages in your Cisco Unity Connection mailbox along with audio messages using phone. While playing a video message, you can pause the recording at anytime but the recording is not resumed from the point where it is paused. It gets played from the beginning. You can also save or delete video messages during message playback or after you listen to the entire message.

A video message remains stored on your mailbox permanently if no Message Recording Expiration policy is enforced on Unity Connection. However, if the policy is enforced, video messages are expired after the specified number of days. When the video message is expired, only the audio part of the message remains stored on your mailbox as a voice message.



**Note** While playing a video message, you can change the playback volume or playback speed using volume button of the phone only. Changing playback volume or speed using phone custom keypad starts the recording from the beginning without changing the volume or speed.

---

## Sending a Video Message Using the Phone Keypad

---

- Step 1** Dial a user extension. .  
Standard greeting or video greeting is played if the user does not answer the call
- Step 2** Record the video message after the tone.
- Step 3** Follow the prompts to play, re-record, or send video message.  
To pause or resume recording, press 8. To end recording, press #.

**Note** Sending video message using voice commands is not supported.

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