

## Technical Support

For Cisco Unity Connection support, contact 42008, or send an email to [tuphone@zid.tuwien.ac.at](mailto:tuphone@zid.tuwien.ac.at).



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For Standard Conversation, Cisco Unity Connection

09 October 2009 10:41:59



## Connection Phone Menus and Shortcuts

*Technische Universität Wien*

This card lists the most frequently used Cisco Unity Connection menus and shortcut keys for managing messages and user settings by phone.

## Accessing Connection

1. Call Cisco Unity Connection.

From your desk phone:

- Dial 81

Or

- Press the Messages button on your phone.

2. If you are calling from another phone within your organization, press \* when Cisco Unity Connection answers.
3. If prompted, enter your Connection ID (usually your desk phone extension), and press #.
4. Enter your password (per default 0000), and press #.

## Main Menu and Shortcuts

**Key(s)**   **Action**

Key(s)	Action
1	Play new messages
2	Send a message
3	Review old messages
4	Change setup options

## During Message Menu

While listening to a message, press:

**Key(s)** **Action**

<b>0</b>	Help
<b>1</b>	Repeat message
<b>16</b>	Go to next message
<b>2</b>	Save
<b>3</b>	Delete
<b>4</b>	Reply
<b>8</b>	Pause/Resume
<b>*</b>	Cancel or back up

## After Message Menu

After listening to a message, press:

**Key(s)** **Action**

<b>0</b>	Help
<b>2</b>	Save
<b>3</b>	Delete
<b>4</b>	Reply
<b>5</b>	Forward message
<b>7</b>	Rewind
<b>*</b>	Cancel or back up

## Entering Recipients

To change entry mode, press:

**Key(s)** **Action**

<b>##</b>	Switch between addressing a message by name and addressing by extension
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## Selecting Recipients

To select recipients from a list, press:

**Key(s)** **Action**

<b>0</b>	Help
<b>1</b>	Repeat name
<b>7</b>	Previous name
<b>77</b>	First name in list
<b>9</b>	Next name
<b>99</b>	Last name in list
<b>#</b>	Select name
<b>*</b>	Exit list

## Send Message Menu

After addressing and recording, press:

**Key(s)** **Action**

<b>1</b>	Mark urgent
<b>2</b>	Request return receipt
<b>3</b>	Mark private
<b>4</b>	Request future delivery
<b>5</b>	Review recording
<b>6</b>	Rerecord
<b>7</b>	Add to recording
<b>91</b>	Add a recipient
<b>92</b>	Play all recipients (and delete recipients)
<b>*</b>	Cancel message
<b>#</b>	Send message