

## Technical Support

For Connection support, contact:

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**TIP:** If you forget your phone password, log on to the Cisco PCA and browse to the Personal Preferences page in the Cisco Unity Assistant to change it.

The Cisco PCA URL is:

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OL-8634-01  
Cisco Unity Connection standard conversation



## Connection Phone Menus and Shortcuts

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This card lists frequently used touchtone-key options for managing Cisco Unity Connection messages and personal settings by phone.

## Accessing Connection

1. Call Cisco Unity Connection.

From your desk phone, dial:

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From another phone within your organization, dial:

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From outside your organization, dial:

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

## Main Menu

**Key Action**

Key	Action
1	Hear new messages
2	Send a message
3	Review old messages
4	Change setup options
5	Find messages*

Not available on some systems

## Message Type Menu\*

**Key Type**

Key	Type
1	Voice messages
2	E-mails
4	Receipts
#	All messages

\*Available only for new and saved messages. You enable the menu on the Message Playback page in the Cisco Unity Assistant.

## During Message Menu

While listening to a message, press:

Key(s)	Action
1	Restart message
2	Save
3	Delete
4	Slow playback
5	Change volume*
6	Fast playback
7	Rewind message
8	Pause/Resume
9	Fast-forward
#	Fast-forward to end
##	Skip message, save as is

\*Not available on some systems.

## After Message Menu

After listening to a message, press:

Key(s)	Action
1	Replay message
2	Save/Restore as saved*
3	Delete
4	Reply
42	Reply to all
44	Call the user*
5	Forward message
6	Save as new/Restore as new*
7	Rewind message
9	Play message properties
#	Save as is

\*Not available on some systems.

## Shortcuts

While listening to the Main menu, press:

Keys	Action
41	Change greetings
412	Turn on/off alternate greeting
421	Change message notification
423	Choose full or brief menus
431	Change phone password
432	Change recorded name
44	Change call transfer
51	Find messages from a user*
52	Find messages from all outside callers*
53	Find messages from a specific outside caller*

\*Not available on some systems.

After recording a message, press:

Keys	Action
31	Change addressing
32	Change recording
33	Set special delivery
34	Review recorded message

While listening to a message, press:

Keys	Action
#2	Restore as saved*
#4	Reply
#42	Reply to all
#5	Forward message
#6	Save as new/Restore as new*
#9	Play message properties

\*Not available on some systems.