

Technical Support

For Cisco Unity support, contact Ext. 4357 (HELP), or send an e-mail to helpdesk@sanangelotexas.us.

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 website is <https://it-ucunity/ciscopca>.



Copyright © 2009 Cisco Systems, Inc. All rights reserved. Cisco, Cisco Unity, Cisco Systems, and the Cisco Systems logo are registered trademarks of Cisco Systems, Inc. or its affiliates in the United States and certain other countries. All other brands, names, or trademarks mentioned in this document or Website are the property of their respective owners.

For Custom Key Map 1, UM-Exchange, Streamlined Send Menu

January 9, 2009 15:25:23



Cisco Unity Phone Menus and Shortcuts

City of San Angelo

This card lists the most frequently used Cisco Unity menus and shortcut keys for managing messages and personal options by phone. (See back of card for technical support information.)

Accessing Cisco Unity

1. Call Cisco Unity.

From your desk phone:

- Dial 5000

Or

- Press the Messages button on your phone.

From outside the office:

- Dial (325) 486-3777

2. If you are calling from another phone within the office or from outside the office, press * when Cisco Unity answers.

3. If prompted, enter your Cisco Unity ID (your desk phone extension), and press #.

4. Enter your password, and press #.

(If you forget your password, use the Cisco Unity Assistant to change it. See the tip on the back of this card.)

Main Menu and Shortcuts

Key(s) **Action**

Key(s)	Action
1	Hear new messages
2	Send a message
3	Review old messages
4	Change setup options
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
5	Find messages*
51	Find messages from a subscriber*
52	Find messages from all outside callers*
53	Find messages from a specific outside caller*

*Not available on some systems.

During Message Menu

While listening to a message, press:

Key(s)	Action
2	Save
3	Delete
4	Slow playback
5	Change volume*
6	Fast playback
7	Rewind
8	Pause/Resume
9	Fast-forward

*Not available on some systems.

After Message Menu

After listening to a message, press:

Key(s)	Action
1	Replay message
2	Save
3	Delete
4	Reply
42	Reply to all
44	Call the subscriber*
5	Forward message
6	Save as new
7	Rewind
8	Deliver e-mail/fax to fax machine*
9	Play message properties
#	Save as is

*Not available on some systems.

Entering Recipients

To change entry mode, press:

Key(s)	Action
##	Switch between addressing a message by name and addressing by extension

Selecting Recipients

To select recipients from a list, press:

Key(s)	Action
0	Help
1	Repeat name
7	Previous name
77	First name in list
9	Next name
99	Last name in list
#	Select name
*	Exit list

Send Message Menu

After addressing and recording, press:

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

*Some systems may offer private and secure delivery.