



Cisco Unity Phone Menus and Shortcuts

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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.)

Technical Support

For Cisco Unity support, contact 403-440-6000, or send an e-mail to HelpDesk@mtroyal.ca

Accessing Cisco Unity

1. Call Cisco Unity.

From your desk phone:
- Dial 8700
Or
- Press the Messages button on your phone.

From outside the office:
- Dial 403-440-8700

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 #.

Main Menu and Shortcuts

Key(s) **Action**

1	Play 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

During Message Menu

While listening to a message, press:

Key(s) **Action**

1	Rewind
11	Repeat message
2	Pause/Resume
3	Fast-forward
4	Slow playback
6	Fast playback
#	Skip message, save as is



After Message Menu

After listening to a message, press:

Key(s) Action

1	Rewind
4	Repeat message
5	Play message properties
6	Forward message
7	Delete
8	Reply
82	Reply to all
84	Call the sender
9	Save
#	Save as is
##	Save as new

Entering Recipients

To change entry mode, press:

Key(s) Action

##	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

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