Voicemail Quick Reference

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

Main Menu and Shortcuts

Accessing Voicemail System

1. Call Cisco Unity Connection.
   From your desk phone: Dial **6060** Or   Press the Messages button on your phone.
2. If you are calling from another phone within your organization or from outside the organization, press ***** when Cisco Unity Connection answers.
3. *If prompted, enter your Connection ID (usually your desk phone extension), and press **#**.Enter your password, and press **#** (default password is **0211**)*

Technical Support

For Cisco Unity Connection support, contact (406) 994-1777, or send an email to helpdesk@montana.edu.

TIP: If you forget your phone password log on to the Cisco PCA and browse to the Change Phone Password page in the Cisco Unity Assistant to change it. The Cisco PCA URL is https://ucxnpub.msu.montana.edu/ciscopca

Keys	Actions
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
44	Change transfer settings
5	Find messages
51	Find messages from a user
52	Find messages from all outside callers
53	Find messages from a specific outside callers

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After Message Menu

After listening to a message, press:

Key(s)	Actions
1	Repeat message
15	Play message properties
2	Save
3	Delete
4	Reply
42	Reply to all
44	Call the sender
5	Forward message
6	Save as new
68	Send to fax machine for printing
7	Rewind
#	Save as is

Entering Recipients

To change entry mode, press:

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

Selecting Recipients

To select recipients from a list, press:

Key(s)	Actions
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

During Message Menu

While listening to a message, press:

Key(s)	Actions
1	Repeat message
2	Save
3	Delete
64	Slow playback
65	Change volume
66	Fast playback
7	Rewind
8	Pause/Resume
9	Fast-forward

Send Message Menu

After addressing and recording, press:

Key(s)	Actions
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

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