

## Technical Support

For Voicemail or Phone support, please go to the Lakeland School District Portal:

[www.support.lakeland272.org/portal](http://www.support.lakeland272.org/portal)

Or

Contact the Technology Department at extension:

1400



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For Custom Keypad Mapping 1, Cisco Unity Connection

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## Connection Phone Menus and Shortcuts

*Phone System support Quick Reference Guide Lakeland School District*

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. (Voicemail)

From your desk phone:

- Dial 9000

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 #.

4. Enter your password, 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
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 caller

## During Message Menu

While listening to a message, press:

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

## After Message Menu

After listening to a message, press:

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

## 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