

Unity VoiceMail – Wallet Card (Handout)

Technical Support

For Cisco Unity support, contact Sussex County Public Schools's tech support.

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For Standard Key Map, UM-Exchange, Standard Send Menu

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.



Cisco Unity Phone Menus and Shortcuts

Standard Key Map

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.)

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.

Accessing Cisco Unity

1. Call Cisco Unity.

From your desk phone:
- Dial 5500
Or
- Press the Messages button on your phone.

From outside the office:
- Dial 434-246-6460

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 Shortcuts

While listening to the main menu, press:

Key(s)	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
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.

Main Menu

Key(s) Action

0	Main menu help
1	Hear new messages
2	Send a message
3	Review old messages
4	Change setup options
5	Find messages*

*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
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Send Message Menu

After addressing and recording, press:

Key(s)	Action
1	Hear all message options
111	Add a recipient
112	Play all recipients
113	Delete a recipient
122	Save recording
123	Rerecord
124	Add to recording
131	Mark urgent
132	Request return receipt
133	Mark private*
134	Request future delivery
14	Review recorded message
*	Cancel message
#	Send message

*Some systems may offer private and secure delivery.