

Technical Support

For Stanford Unified Messaging support, contact the Service Desk at 5-HELP (650-725-4357) for SU or 4-HELP (650-724-4357) for SHC/SCH, or open a ticket at services.stanford.edu.



Cisco, Cisco Unity, Cisco Systems, and the Cisco Systems logo are registered trademarks or trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries. All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0705R)
Copyright © 2018 Cisco System, Inc. All rights reserved.

For Custom Keypad Mapping 6, Cisco Unity Connection

September 13, 2018 8:47:43



Connection Phone Menus and Shortcuts

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

Accessing Connection

For a Cisco phone at SU, dial 5-7777 or 650-725-7777.
For a Cisco phone at SHC, dial 7-4444 or 650-497-4444.
For a Cisco phone at SCH, dial 8-4444 or 650-498-4444.
For an Avaya or analog phone, or any phone at a residential location, dial 5-8888 or 650-725-8888.

Main Menu and Shortcuts

Key(s)	Action
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

During Message Menu

While listening to a message, press:

Key(s)	Action
1	Rewind
11	Repeat message
3	Fast-forward
7	Delete
9	Save
*	Pause/Resume

After Message Menu

After listening to a message, press:

Key(s)	Action
11	Repeat message
4	Reply
6	Forward message
7	Delete
8	Play message properties
9	Save

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