

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.



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For Custom Keypad Mapping 6, Cisco Unity Connection

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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.

NOTE: When calling the voicemail from a telephone on Stanford's historic campus you can simply dial the last five digits of the voicemail phone number. From any other phones (other Stanford locations and non-Stanford locations), you must dial the entire 10-digit phone number.

Main Menu and Shortcuts

Key(s) **Action**

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**

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**

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**

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**

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**

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