

## 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](https://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
<b>1</b>	Rewind
<b>11</b>	Repeat message
<b>3</b>	Fast-forward
<b>7</b>	Delete
<b>9</b>	Save
<b>*</b>	Pause/Resume

## After Message Menu

After listening to a message, press:

**Key(s)** **Action**

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

## Entering Recipients

To change entry mode, press:

**Key(s)** **Action**

Key(s)	Action
<b>##</b>	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
<b>0</b>	Help
<b>1</b>	Repeat name
<b>7</b>	Previous name
<b>77</b>	First name in list
<b>9</b>	Next name
<b>99</b>	Last name in list
<b>#</b>	Select name
<b>*</b>	Exit list

## Send Message Menu

After addressing and recording, press:

**Key(s)** **Action**

Key(s)	Action
<b>1</b>	Mark urgent
<b>2</b>	Request return receipt
<b>3</b>	Mark private
<b>4</b>	Request future delivery
<b>5</b>	Review recording
<b>6</b>	Rerecord
<b>7</b>	Add to recording
<b>91</b>	Add a recipient
<b>92</b>	Play all recipients (and delete recipients)
<b>*</b>	Cancel message
<b>#</b>	Send message