



# UCSF Voicemail Phone Interface

## Managing Messages

### Sign in to Unity Connection from Your Phone

1. Press the **Messages**  button on your Cisco IP Phone.
2. Enter your Unity Connection **PIN**, then press **#** (pound).
3. Follow the prompts to listen to and manage your messages.

### Sign in to Unity Connection from Another Users Phone

1. Press the **Messages**  button on the user's phone.
2. Press the **\*** (star) key to identify yourself as an alternate user.
3. Enter your extension number when prompted for your mailbox ID, then press **#** (pound).
4. Enter your Unity Connection **PIN**, then press **#** (pound).
5. Follow the prompts to listen to and manage your messages.

## Unity Connection Phone Commands

### Main Menu Commands

Action	Key(s)
Hear new messages	<b>1</b>
Send a message	<b>2</b>
Review saved messages	<b>3 1</b>
Review deleted messages (Not available on some systems)	<b>3 2</b>
Change setup options	<b>4</b>
Change greetings	<b>4 1</b>
Turn alternate greeting on or off	<b>4 1 2</b>
Edit other greetings	<b>4 1 3</b>
Change message notification	<b>4 2 1</b>
Change fax delivery (Not available on some systems)	<b>4 2 2</b>
Select full or brief menus	<b>4 2 3</b>
Change PIN	<b>4 3 1</b>
Change recorded name	<b>4 3 2</b>
Change call transfer	<b>4 4</b>
Find messages from a Connection user (Not available on some systems)	<b>5 1</b>
Find messages from all outside callers (Not available on some systems)	<b>5 2</b>
Find messages from an outside caller (Not available on some systems)	<b>5 3</b>
Hear meetings (Not available on some systems)	<b>6</b>
Hear external messages (Not available on some systems)	<b>7</b>
Switch between using the phone keypad and using voice commands (Connection 8.5 and later)	<b>9</b>

### Send A Message Menu Commands:

Action	Key(s)
Send message	<b>#</b>
Add name	<b>9 1</b>
Mark message urgent	<b>1</b>
Request return receipt	<b>2</b>
Mark message private	<b>3</b>
Set future delivery	<b>4</b>
Review recording	<b>5</b>
Rerecord	<b>6</b>
Add to the message	<b>7</b>
Mark message secure	<b>9 3</b>

### During Message Menu Commands:


Action	Key(s)
Restart message	<b>1</b>
Play message by number	<b>1 2</b>
Play previous message	<b>1 4</b>
Play next message	<b>1 6</b>
Save	<b>2</b>
Delete	<b>3</b>
Reply	<b>4</b>
Reply to all	<b>4 2</b>
Return call to sender	<b>4 4</b>
Forward message	<b>5</b>
Slow playback	<b>6 4</b>
Fast playback	<b>6 6</b>
Change volume (Not available on some systems)	<b>6 5</b>
Reset volume to default level (Not available on some systems)	<b>6 3</b>
Rewind message	<b>7</b>
Pause or resume	<b>8</b>
Fast-forward	<b>9</b>
Fast-forward to end	<b>#</b>
Play first message	<b>1 7</b>
Play last message	<b>1 9</b>
Toggle urgent status on/off	<b>1 8</b>
Skip message, save or restore as saved (Not available on some systems)	<b># 2</b>
Skip message, save or restore as new (Not available on some systems)	<b>6</b>
Skip message, save as is	<b># #</b>
Send fax to fax machine for printing (Not available on some systems)	<b>6 8</b>
Play message properties	<b>1 5</b>
Cancel or back up	<b>*</b>
Help	<b>0</b>

### After Message Menu Commands:


Action	Key(s)
Replay message	<b>1</b>
Play message by number	<b>1 2</b>
Play previous message	<b>1 4</b>
Play next message	<b>1 6</b>
Play first message	<b>1 7</b>
Play last message	<b>1 9</b>
Toggle urgent status on/off	<b>1 8</b>
Save or restore as saved (Not available on some systems)	<b>2</b>
Delete	<b>3</b>
Reply	<b>4</b>
Reply to all	<b>4 2</b>
Call the sender (Not available on some systems)	<b>4 4</b>
Forward message	<b>5</b>
Save or restore as new (Not available on some systems)	<b>6</b>
Rewind	<b>7</b>
Send fax to fax machine for printing (Not available on some systems)	<b>6 8</b>
Play message properties	<b>1 5</b>
Save as is	<b>#</b>
Cancel or back up	<b>*</b>
Help	<b>0</b>

## Visual Voicemail

### Accessing Visual Voicemail

1. Press the **Messages**  button on your Cisco IP Phone.
  2. Enter the number PIN for your voicemail account.
  3. Press the **Sign In** softkey.
- Visual Voicemail displays a list of your voice messages.

### Playing Messages

1. Use the touchscreen or the navigation pad to highlight the message you want to play.
2. To play the message, press the Play softkey or press the center Select button in the navigation pad.
3. To avoid disturbing others when you listen to a message, wait until the call session button is green , and then pick up the handset.