

Technical Support

For Unity Connection support, contact:
IT Service Desk, 415-514-4100

TIP: If you forget your PIN, sign in to the Cisco PCA and browse to the Personal Preferences page in the Messaging Assistant to change it.

The Cisco PCA URL is:

<https://voicemail.ucsf.edu/ciscopca/home.do>

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Cisco Unity Connection Voice Commands

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This card lists frequently used voice commands for managing Cisco Unity Connection messages and user preferences by phone.

Accessing Unity Connection

1. Call Cisco Unity Connection.

From your desk phone, dial:
6-6000

From another phone within your organization, dial:
415-476-6000

From outside your organization, dial:
415-476-6000

2. If you are calling from another phone within your organization or from outside your organization, press * when Unity Connection answers.
3. If prompted, enter your Cisco Unity Connection ID (usually your desk phone extension), and press #.

4. Enter your PIN, and press #.

Playing Messages

While listening to the Main menu, say:

“Play messages” (for all messages)

Or a combination of these options

“Play

- <new **or** saved **or** deleted>
- <urgent **or** private **or** urgent and private>
- <voice messages **or** emails* **or** faxes* **or** external messages* **or** receipts **or** meetings*>”

Or a combination of these options, for messages from Connection users

“Play

- <new **or** saved **or** deleted>
- <urgent **or** private **or** urgent and private>
- messages from <name of Connection user>”

*Not available on some systems

Message Playback

During or after message playback, say:

“Repeat message”

“Next message”

“Previous message”

“Save”

“Delete”

“Reply” **or** “Reply to all”

“Forward”

“Mark new”

“Message properties”

“List recipients” (Unity Connection 8.5 and later)

“Call sender”*

“Resend” (to resend the original message after you receive a nondelivery receipt)

*Not available on some systems

Sending a Message

While listening to the Main Menu, say:

“Send a message”

“Send <urgent **or** private **or** urgent and private> message to <name of Connection user>”

After addressing and recording the message, say:

“Send”

“Edit message”

“Review message properties” (to hear only message properties)

“Review message” (to hear the recorded message and message properties)

“Edit recipients”

“Set <urgent **or** private **or** urgent and private>”

“Cancel <urgent **or** private **or** urgent and private>”

“Set receipt”

“Cancel receipt”

“Future delivery”

“Cancel future delivery”

Placing Calls

While listening to the Main Menu, say:

“Call <name of Connection user>”

“Call <extension>”

(Say each digit individually. For example, say “One, zero, zero” not “One hundred.”)

“Call <name of contact> at <home **or** work **or** mobile>”

Universal Commands

Say these commands anytime:

“Cancel”

“Main menu” (to return to Main menu)

“Repeat” (to repeat message or menu prompts)

“Pause” **or** “Resume”

“End call” **or** “Goodbye”

“Help” (for help with voice commands)

Other Commands

While listening to the Main menu, say:

“Play <greeting name> greeting”

“Record <greeting name> greeting”

“Turn on <greeting name> greeting” (to enable the greeting indefinitely)

“Turn on <greeting name> greeting until <date>”

“Turn off <greeting name> greeting”

“Change my PIN”

“List my number in the directory”

“Do not list my number in the directory”

“Play my recorded name”

“Change my recorded name”

“Empty Deleted Items folder”*

“Touchtone conversation” (switches to phone keypad input for remainder of call)

“Setup options” (switches to phone keypad input; to switch back, keep pressing * until you hear “Voice command conversation”)

“Tutorial” (to access a set of tutorials on working with voice commands)

*Not available on some systems