



Cisco Unity Connection Phone Menus and Voice Commands

This chapter contains the most frequently used menus, shortcuts, and voice commands for managing your messages and personal preferences by phone for the different versions of the Cisco Unity Connection conversation. Ask your Connection administrator which conversation version you are set up to use.

- [Phone Menus for the Standard Conversation, page 83](#)
- [Phone Menus for the Classic Conversation, page 87](#)
- [Phone Menus for Optional Conversation 1, page 90](#)
- [Phone Menus for Alternate Keypad Mapping N, page 93](#)
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Phone Menus for the Standard Conversation

This section lists keys for the following menus:

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- [Send a Message Menu and Shortcuts \(Standard Conversation\), page 84](#)
- [During Message Menu and Shortcuts \(Standard Conversation\), page 85](#)
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Main Menu and Shortcuts (Standard Conversation)

While listening to the Main menu, press:

Action	Key(s)
Hear new messages	1
Send a message	2
Review saved messages	3 1
Review deleted messages*	3 2
Change setup options	4
Change greetings	4 1
Turn alternate greeting on or off	4 1 2
Edit other greetings	4 1 3
Change message notification	4 2 1
Change fax delivery*	4 2 2
Choose full or brief menus	4 2 3
Change phone password	4 3 1
Change recorded name	4 3 2
Change call transfer	4 4
Find messages from a Connection user*	5 1
Find messages from all outside callers*	5 2
Find messages from an outside caller*	5 3
Hear meetings*	6
Hear external messages*	7

*Not available on some systems.

Send a Message Menu and Shortcuts (Standard Conversation)

After recording and addressing a message, press:

Action	Key(s)
Send message	#
Add name	9 1
Mark message urgent	1
Request return receipt	2
Mark message private	3
Set future delivery	4
Review recording	5
Rerecord	6

Action	Key(s)
Add to the message	7
Mark message secure	9 3

During Message Menu and Shortcuts (Standard Conversation)

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While listening to a message, press:

Action	Key(s)
Restart message	1
Play message by number	1 2
Play previous message	1 4
Play next message	1 6
Save	2
Delete	3
Reply	4
Reply to all	4 2
Return call to sender	4 4
Forward message	5
Slow playback	6 4
Fast playback	6 6
Change volume*	6 5
Reset volume to default level*	6 3
Rewind message	7
Pause or resume	8
Fast-forward	9
Fast-forward to end	#
Play first message	1 7
Play last message	1 9
Toggle urgent status on/off	1 8
Skip message, save or restore as saved*	# 2
Skip message, save or restore as new*	6
Skip message, save as is	# #
Send fax to fax machine for printing*	6 8
Play message properties	1 5
Cancel or back up	*
Help	0

*Not available on some systems.

After Message Menu and Shortcuts (Standard Conversation)

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After listening to a message, press:

Action	Key(s)
Replay message	1
Play message by number	1 2
Play previous message	1 4
Play next message	1 6
Play first message	1 7
Play last message	1 9
Toggle urgent status on/off	1 8
Save or restore as saved*	2
Delete	3
Reply	4
Reply to all	4 2
Call the sender*	4 4
Forward message	5
Save or restore as new*	6
Rewind	7
Send fax to fax machine for printing*	6 8
Play message properties	1 5
Save as is	#
Cancel or back up	*
Help	0

*Not available on some systems.

Recording Menu (Standard Conversation)

Use the following keys while you record messages, names, and greetings:

Action	Key
Pause or resume	8
End a recording	#

Phone Menus for the Classic Conversation

This section lists keys for the following menus:

- [Main Menu and Shortcuts \(Classic Conversation\)](#), page 87
- [Send a Message Menu and Shortcuts \(Classic Conversation\)](#), page 88
- [During Message Menu and Shortcuts \(Classic Conversation\)](#), page 88
- [After Message Menu and Shortcuts \(Classic Conversation\)](#), page 89
- [Recording Menu \(Classic Conversation\)](#), page 90

Main Menu and Shortcuts (Classic Conversation)

While listening to the Main menu, press:

Action	Key(s)
Hear new messages	1
Send a message	2
Review saved messages	3 1
Review deleted messages*	3 2
Change setup options	4
Change greetings	4 1
Turn alternate greeting on or off	4 1 2
Edit other greetings	4 1 3
Change message notification	4 2 1
Change fax delivery*	4 2 2
Choose full or brief menus	4 2 3
Change phone password	4 3 1
Change recorded name	4 3 2
Change call transfer	4 4
Find messages from a Connection user*	5 1
Find messages from all outside callers*	5 2
Find messages from an outside caller*	5 3
Hear meetings*	6
Hear external messages*	7

*Not available on some systems.

Send a Message Menu and Shortcuts (Classic Conversation)

After recording and addressing a message, press:

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

During Message Menu and Shortcuts (Classic Conversation)

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While listening to a message, press:

Action	Key(s)
Restart message	1
Play message by number	1 2
Play previous message	1 4
Play next message	1 6
Save	2
Delete	3
Slow playback	4
Change volume*	5
Fast playback	6
Rewind message	7
Pause or resume	8
Fast-forward	9
Fast-forward to end	#
Restore as saved*	# 2
Reply	# 4
Reply to all	# 4 2
Forward message	# 5

Action	Key(s)
Save or restore as new*	# 6
Send fax to fax machine for printing*	# 8
Play message properties	# 9
Skip message, save as is	# #
Cancel or back up	*
Help	0

*Not available on some systems.

After Message Menu and Shortcuts (Classic Conversation)

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After listening to a message, press:

Action	Key(s)
Replay message	1
Play message by number	1 2
Play previous message	1 4
Play next message	1 6
Save or restore as saved*	2
Delete	3
Reply	4
Reply to all	4 2
Call the sender*	4 4
Forward message	5
Save or restore as new*	6
Rewind	7
Send fax to fax machine for printing*	8
Play message properties	9
Save as is	#
Cancel or back up	*
Help	0

*Not available on some systems.

Recording Menu (Classic Conversation)

Use the following keys while you record messages, names, and greetings:

Action	Key
Pause or resume	8
End a recording	#

Phone Menus for Optional Conversation 1

This section lists keys for the following menus:

- [Main Menu and Shortcuts \(Optional Conversation 1\), page 90](#)
- [Send a Message Menu and Shortcuts \(Optional Conversation 1\), page 91](#)
- [During Message Menu and Shortcuts \(Optional Conversation 1\), page 91](#)
- [After Message Menu and Shortcuts \(Optional Conversation 1\), page 92](#)
- [Recording Menu \(Optional Conversation 1\), page 93](#)

Main Menu and Shortcuts (Optional Conversation 1)

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While listening to the Main menu, press:

Action	Key(s)
Hear new messages	1
Send a message	2
Review saved messages	3 1
Review deleted messages*	3 2
Change setup options	4
Change greetings	4 1
Turn alternate greeting on or off	4 1 2
Change message notification	4 2 1
Change fax delivery*	4 2 2
Choose full or brief menus	4 2 3
Change phone password	4 3 1
Change recorded name	4 3 2
Change call transfer	4 4
Find messages from a Connection user*	5 1
Find messages from all outside callers*	5 2
Find messages from an outside caller*	5 3

Action	Key(s)
Hear meetings*	6
Hear external messages*	7

*Not available on some systems.

Send a Message Menu and Shortcuts (Optional Conversation 1)

After addressing and recording a message, press:

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

During Message Menu and Shortcuts (Optional Conversation 1)

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While listening to a message, press:

Action	Key(s)
Rewind	1
Play a message by number	1 2
Play previous message	1 4
Play next message	1 6
Pause or resume	2
Fast-forward	3
Fast-forward to end	3 3
Send fax to fax machine for printing*	3 3 2
Forward message	3 3 6
Delete message	3 3 7
Reply	3 3 8
Reply to all	3 3 8 2

Action	Key(s)
Save or restore as saved*	3 3 9
Slow playback	4
Slower playback	4 4
Play message properties	5
Fast playback	6
Faster playback	6 6
Decrease volume*	7
Reset volume*	8
Increase volume*	9
Skip message, save as is	#
Skip message, save as new (new and saved messages)	# #
Cancel or back up	*
Help	0

*Not available on some systems.

After Message Menu and Shortcuts (Optional Conversation 1)

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After listening to a message, press:

Action	Key(s)
Skip back	1
Play a message by number	1 2
Play previous message	1 4
Play next message	1 6
Send fax to fax machine for printing*	2
Replay message	4
Play message properties	5
Forward message	6
Delete	7
Reply	8
Reply to all	8 2
Call the sender*	8 8
Save or restore as saved*	9
Save as is	#
Save or restore as new*	# #
Cancel or back up	*

Action	Key(s)
Help	0

*Not available on some systems.

Recording Menu (Optional Conversation 1)

Use the following keys while you record messages, names, and greetings:

Action	Key
Pause or resume	8
End a recording	#

Phone Menus for Alternate Keypad Mapping N

This section lists keys for the following menus:

- [Main Menu and Shortcuts \(Alternate Keypad Mapping N\), page 93](#)
- [During Message Menu and Shortcuts \(Alternate Keypad Mapping N\), page 94](#)
- [After Message Menu and Shortcuts \(Alternate Keypad Mapping N\), page 94](#)
- [Recording Menu \(Alternate Keypad Mapping N\), page 95](#)

Main Menu and Shortcuts (Alternate Keypad Mapping N)

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While listening to the Main menu, press:

Action	Key(s)
Hear new messages	1
Send a message	2
Review saved and deleted messages*	3
Change setup options	4
Find messages from a Connection user*	5 1
Find messages from all outside callers*	5 2
Find messages from an outside callers*	5 3
Hear meetings*	6
Exit	*
Repeat menu	#
Main menu Help	0

*Not available on some systems.

During Message Menu and Shortcuts (Alternate Keypad Mapping N)

While listening to a message, press:

Action	Key(s)
Rewind message	1
Fast-forward	3
Skip message, save as is	6
Reply	7 1
Call the sender*	9
Cancel or back up	#
Operator	0

*Not available on some systems.

After Message Menu and Shortcuts (Alternate Keypad Mapping N)

After listening to a message, press:

Action	Key(s)
Rewind	4
Save as is	6
Call the sender*	9
Play message properties	7 0
Reply	7 1
Replay message	7 2
Forward message	7 3
Reply to all	7 4
Delete	7 6
Save or restore as saved*	7 7
Save or restore as new*	7 8
Cancel or back up	*
Operator	0

*Not available on some systems.

Recording Menu (Alternate Keypad Mapping N)

Use the following keys while you record messages, names, and greetings:

Action	Key
Pause or resume	8
End a recording	#

Phone Menus for Alternate Keypad Mapping X

This section lists keys for the following menus:

- [Main Menu and Shortcuts \(Alternate Keypad Mapping X\), page 95](#)
- [During Message Menu and Shortcuts \(Alternate Keypad Mapping X\), page 96](#)
- [After Message Menu and Shortcuts \(Alternate Keypad Mapping X\), page 96](#)
- [Recording Menu \(Alternate Keypad Mapping X\), page 97](#)

Main Menu and Shortcuts (Alternate Keypad Mapping X)

While listening to the Main menu, press:

Action	Key(s)
Send a message	1
Hear new messages	2
Review saved and deleted messages*	3
Change setup options	5
Find messages from a Connection user*	8 1
Find messages from all outside callers*	8 2
Find messages from an outside caller*	8 3
Exit	*
Repeat menu	#
Main menu Help	0

*Not available on some systems.

During Message Menu and Shortcuts (Alternate Keypad Mapping X)

While listening to a message, press:

Action	Key(s)
Skip to message body	2
Pause or resume	3
Increase volume*	4
Rewind message	5
Fast-forward	6
Decrease volume*	7
Slow playback	8
Fast playback	9
Fast-forward to end of message	#

*Not available on some systems.

After Message Menu and Shortcuts (Alternate Keypad Mapping X)

After listening to a message, press:

Action	Key(s)
Save or restore as saved*	1
Play message by number	1 2
Play previous message	1 4
Play next message	1 6
Forward message	2
Replay message	2 3
Delete	3
Save or restore as new*	4
Rewind	5
Save as is	6
Reply	7
Cancel or back up	#

*Not available on some systems.

Recording Menu (Alternate Keypad Mapping X)

Use the following keys while you record messages, names, and greetings:

Action	Key
Pause or resume	8
End a recording	#

Phone Menus for Alternate Keypad Mapping S

This section lists keys for the following menus:

- [Main Menu and Shortcuts \(Alternate Keypad Mapping S\), page 97](#)
- [During Message Menu and Shortcuts \(Alternate Keypad Mapping S\), page 98](#)
- [After Message Menu and Shortcuts \(Alternate Keypad Mapping S\), page 98](#)
- [Recording Menu \(Alternate Keypad Mapping S\), page 99](#)

Main Menu and Shortcuts (Alternate Keypad Mapping S)

While listening to the Main menu, press:

Action	Key(s)
Review saved and deleted messages*	3
Change setup options	4
Hear new messages	5
Send a message	6
Find messages from a Connection user*	8 1
Find messages from all outside callers*	8 2
Find messages from an outside caller*	8 3
Exit	9
Repeat menu	#
Main menu Help	0

*Not available on some systems.

During Message Menu and Shortcuts (Alternate Keypad Mapping S)

While listening to a message, press:

Action	Key(s)
Forward message	1 3
Call the sender*	1 4
Play previous message	1 5
Reply	1 7
Rewind message	2
Skip message body	2 2
Delete	3
Fast-forward	4
Skip message, save as is	5
Save or restore as saved*	7
Skip to message footer	8
Fast-forward to end of message	#
Pause or resume	*

*Not available on some systems.

After Message Menu and Shortcuts (Alternate Keypad Mapping S)

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After listening to a message, press:

Action	Key(s)
Forward message	1 3
Play previous message	1 5
Reply	1 7
Rewind message	2
Replay message	2 2
Delete	3
Reply to all	4 2
Call the sender*	4 4
Save as is	5
Save or restore as new*	6
Save or restore as saved*	7
Send fax to fax machine for printing*	8
Play message properties	9

Action	Key(s)
Cancel or back up	*

*Not available on some systems.

Recording Menu (Alternate Keypad Mapping S)

Use the following keys while you record messages, names, and greetings:

Action	Key
Pause or resume	8
End a recording	#

Voice Commands

This section lists voice commands and applicable keys for the following menus when you are using the voice-recognition input style:

- [Main Menu \(Voice Commands\)](#), page 99
- [Send a Message Menu \(Voice Commands\)](#), page 100
- [During Message Menu \(Voice Commands\)](#), page 101
- [During Meeting Reminder Menu \(Voice Commands\)](#), page 102
- [After Message Menu \(Voice Commands\)](#), page 102
- [Universal Actions \(Voice Commands\)](#), page 103

Main Menu (Voice Commands)

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The Key(s) column in this table applies only to Connection 7.0. For Connection 7.1, your administrator can tell you the corresponding keys, or you can say “Touchtone command Help.”

While listening to the Main menu, say or press:

Action	Voice Command	Key(s)
Hear a voice command tutorial	“Tutorial”	N/A
Hear voice messages, e-mails, faxes,* external messages,* receipts, or meetings*	“Play <voice messages/e-mails/faxes/external messages/receipts/meetings>”	N/A
Hear all new messages	“Play new messages”	1
Hear all messages (new and saved)	“Play all messages”	N/A
Hear new, saved, or deleted voice messages from a Connection user	“Play <new/saved/deleted> messages from <user name>”	N/A
Send a voice message	“Send a message”	2

Action	Voice Command	Key(s)
Hear saved voice messages, e-mails, faxes,* external messages,* or receipts	"Play saved <voice messages/ e-mails/faxes/external messages/receipts"	N/A
Hear all saved messages	"Play saved messages"	3
Hear deleted voice messages, e-mails, faxes,* external messages,* or receipts	"Play deleted <voice messages/ e-mails/faxes/external messages/receipts"	N/A
Hear all deleted messages*	"Play deleted messages"	N/A
Hear all greetings	"Play all greetings"	N/A
Hear a specific greeting	"Play <greeting name> greeting"	N/A
Hear the standard greeting	"Play my greeting"	N/A
Record a new greeting	"Record <greeting name> greeting"	N/A
Record the standard greeting	"Record my greeting"	N/A
Enable or disable a greeting	"Turn on <greeting name> greeting" "Turn off <greeting name> greeting"	N/A
Use the system default greeting	"Use default <greeting name> greeting"	N/A
Use the system default greeting for the standard greeting	"Use my default greeting"	N/A
Use nothing for a greeting. Callers will only hear a tone to signal that they should leave a message.	"Play nothing for my <greeting name> greeting"	
Hear greetings menu help	"Greetings Help"	N/A
Hear meetings on a date*	"Play meetings in <date>"	6
Switch to temporarily using touchtone keys	"Touchtone conversation"	9
Call Connection user	"Call <user name>" "Call <extension>"	N/A
Call personal contact or system contact	"Call <contact name> at <home/work/mobile>"	N/A
Permanently delete all messages in the Deleted Items folder	"Empty Deleted Items folder"	N/A

*Not available on some systems.

Send a Message Menu (Voice Commands)

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The Key(s) column in this table applies only to Connection 7.0. For Connection 7.1, your administrator can tell you the corresponding keys, or you can say "Touchtone command Help."

After addressing and recording a voice message, say or press:

Action	Voice Command	Key(s)
Send message	"Send"	#
Edit recording	"Change recording"	N/A

Action	Voice Command	Key(s)
Review message properties	“Review message properties”	N/A
Edit recipients	“Edit recipients”	N/A
Mark message urgent	“Set urgent”	N/A
Cancel message urgent	“Cancel urgent”	N/A
Mark message private	“Set private”	N/A
Cancel message private	“Cancel private”	N/A
Mark message urgent and private	“Set urgent and private”	N/A
Mark message return receipt	“Set return receipt”	N/A
Cancel return receipt	“Cancel return receipt”	N/A
Have Connection deliver the message at a future date or time	“Future delivery”	N/A
Cancel future delivery	“Cancel future delivery”	N/A
Add additional recipients	“Add names”	N/A
Review recorded message and message properties	“Review message”	N/A

During Message Menu (Voice Commands)

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The Key(s) column in this table applies only to Connection 7.0. For Connection 7.1, your administrator can tell you the corresponding keys, or you can say “Touchtone command Help.”

While listening to a message, say or press:

Action	Voice Command	Key(s)
Restart message	“Repeat”	1
Play previous message	“Previous”	1 4
Play next message	“Next”	1 6
Save message	“Save”	2
Delete	“Delete”	3
Reply	“Reply”	# 4
Reply to all	“Reply all”	N/A
Forward message	“Forward”	# 5
Save or restore as new*	“Mark new”	# 6
Play message properties	“Message properties”	# 9
Slow playback	“Slower”	4
Change volume*	“Louder” or “Softer”	5
Fast playback	“Faster”	6
Rewind message	“Jump back”	7

Action	Voice Command	Key(s)
Fast-forward to end	“Skip”	#
Pause or resume	“Pause” or “Resume”	8
Fast-forward	“Jump ahead”	9
Reset playback speed	“Reset speed”	N/A
Reset playback volume*	“Reset volume”	N/A

*Not available on some systems.

During Meeting Reminder Menu (Voice Commands)

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The Key(s) column in this table applies only to Connection 7.0. For Connection 7.1, your administrator can tell you the corresponding keys, or you can say “Touchtone command Help.”

While listening to a meeting reminder, say or press:

Action	Voice Command	Key(s)
Dial into meeting	“Join”	3
Hear list of participants	“List participants”	5
Record message to send to meeting organizer	“Send message to organizer”	6 1
Record message to send to meeting participants	“Send message to participants”	6 2
Hear about the next meeting reminder	“Next”	9
Hear about the previous meeting reminder	“Previous”	7
Accept a meeting invitation	“Accept”	4 1
Decline a meeting invitation	“Decline”	4 2
Cancel a meeting (meeting organizer only)	“Cancel meeting”	4 2



Note

The voice commands in this menu work only if you are using the calendar integration.

After Message Menu (Voice Commands)

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The Key(s) column in this table applies only to Connection 7.0. For Connection 7.1, your administrator can tell you the corresponding keys, or you can say “Touchtone command Help.”

After listening to a message, say or press:

Action	Voice Command	Key(s)
Replay message	“Repeat”	1
Play previous message	“Previous”	1 4
Play next message	“Next”	1 6
Save or restore as saved	“Save”	2
Delete	“Delete”	3
Reply	“Reply”	4
Reply to all	“Reply all”	N/A
Resend original message (NDRs only)	“Resend”	4
Call the sender*	“Call sender”	4 4
Forward message	“Forward”	5
Save or restore as new*	“Mark new”	6
Rewind message	N/A	7
Play the original message (NDRs only)	“Play original message”	8
Play message properties	“Message properties”	9

*Not available on some systems.

Universal Actions (Voice Commands)

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The Key(s) column in this table applies only to Connection 7.0. For Connection 7.1, your administrator can tell you the corresponding keys, or you can say “Touchtone command Help.”

Use the following commands or keys at any time:

Action	Voice Command	Key(s)
Cancel or back up	“Cancel”	*
Voice command Help	“Help”	N/A
Phone keypad Help	“Touchtone Command Help”	0
Return to Main menu	“Main menu”	N/A
Hang up or exit the system	“End Call” “Goodbye”	N/A
Repeat message or menu options	“Repeat”	N/A
Change prompt playback speed	“Faster” or “Slower”	N/A
Change prompt playback volume*	“Louder” or “Softer”	N/A

Action	Voice Command	Key(s)
Reset playback speed to the default setting	“Reset speed”	N/A
Reset playback volume to the default setting*	“Reset volume”	N/A

*Not available on some systems.