



User Guide for the Cisco Unity Connection Phone Interface

Release 7.x

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Enrolling as a Cisco Unity Connection User

Your first step in using Cisco Unity Connection is to enroll as a user, which you do by phone. Typically, Connection is set up so that you hear the first-time enrollment conversation when you call the system for the first time.

The first-time enrollment conversation is a set of prerecorded prompts that guide you as you do the following tasks:

- Record your name.
- Record a greeting that outside callers hear when you do not answer your phone.
- Change your phone password.
- Choose whether to be listed in the directory. (When you are listed in the directory, callers who do not know your extension can reach you by spelling or saying your name.)

Typically, your Connection administrator gives you an ID (usually your desk phone extension) and a temporary phone password.

At any time after enrollment, you can rerecord your name and greeting, or change your phone password and directory listing status.

To Enroll as a Cisco Unity Connection User

- Step 1** Dial the applicable number to call Connection from your desk phone, from another phone within your organization, or from outside your organization.
- Step 2** If you are calling from another phone within your organization or from outside your organization, press * when Connection answers.
- Step 3** Listen carefully, and respond as prompted. You do not need to refer to any Connection documentation during enrollment. The system will tell you when the enrollment process is complete.
- If you hang up before you have completely enrolled, the first-time enrollment conversation plays again the next time you log on to Connection.
-





Working with Cisco Unity Connection by Phone

- [About the Connection Conversation, page 3](#)
- [Using the Phone Keypad with the Connection Conversation, page 3](#)
- [Using Voice Commands with the Connection Conversation, page 4](#)

About the Connection Conversation

When you access Cisco Unity Connection by phone, you hear the Connection conversation. Its recorded instructions and prompts guide you as you send and receive messages, record greetings, and change your personal settings. You can use any phone to access Connection.

There are two ways in which you can use Connection by phone:

Phone keypad	Press the keys on the phone keypad. Use this option when it is not important to have both hands free, when you are in an environment with significant background noise, or when you want more Connection feature options.
Voice commands	Speak into the phone handset, headset, or speakerphone. Use this option when you want hands-free access to the Connection system.



Note

Some TTY phones (text phones) do not have the capability to send the appropriate tones. In this case, TTY users may need to use the phone keypad when navigating the Connection conversation.

Using the Phone Keypad with the Connection Conversation

There are several versions of the Connection conversation, each providing different keypad mappings for the Connection menu options. (For example, you might press 3 to delete a message in one version but press 7 to delete a message in another version.)

Your Connection administrator determines the conversation version that you hear. Typically, an administrator will choose a conversation that has a keypad mapping that is familiar to you. Ask your Connection administrator which conversation you are set up to use.

Keypad mappings for conversations are provided in the [“Cisco Unity Connection Phone Menus and Voice Commands”](#) chapter.

Using Voice Commands with the Connection Conversation

Revised May 2009

Connection provides a voice-recognition option that lets you say what you want to do in the Connection conversation. Voice commands are intuitive, easy to use, and available for most voice-messaging tasks.

Procedures in the *User Guide for the Cisco Unity Connection Phone Interface* describe the voice commands you can use, or you can say “Help” at any time to get more information on any menu. For lists of available voice commands, see the [“Voice Commands” section on page 99](#).

At the Main menu, you can access a set of tutorials on working with voice commands by saying “Tutorial.”

You can say commands at most points in the conversation—you do not have to wait for the system to finish a prompt. In addition, if you know exactly what you want to do, you can say more complex commands without having to navigate through a hierarchy of menus to accomplish a task. For example, you can say, “Send a private and urgent message to Tina Chen” at the Main menu.

If you are not comfortable saying commands or you are in a situation where your commands are not recognized by the system (for example, you are on a mobile phone where there is background noise), you can switch to using only the phone keypad for the remainder of the call. To turn off voice commands, say “Touchtone conversation” or press the applicable key at the Main menu. Your Connection administrator can tell you the key, or you can say “Touchtone command Help.” To switch back to using voice commands, hang up and log on to Connection again.

For select commands, you can press the applicable key without turning off voice commands. For Connection 7.1, your Connection administrator can tell you the commands and the corresponding keys, or you can say “Touchtone command Help.” For Connection 7.0, see the Key(s) column in the tables in the [“Voice Commands” section on page 99](#).

Your Connection administrator determines whether the voice-recognition option is available to you.



Voicemail Basics

- [Calling Cisco Unity Connection, page 5](#)
- [Sending Voice Messages, page 6](#)
- [Checking Messages, page 8](#)
- [Replying to Messages, page 10](#)
- [Forwarding Messages, page 12](#)
- [Managing Receipts, page 13](#)

Calling Cisco Unity Connection

You can call Cisco Unity Connection from your desk phone, from another phone within your organization, or from outside your organization.

To Call Cisco Unity Connection

- Step 1** Dial the applicable number to call Connection.
- Step 2** If you are calling from another phone within your organization or from outside your organization, press * when Connection answers.
- Step 3** If prompted, enter your ID and press #.
- Step 4** Enter your Connection password and press #.



Note If you use the voice-recognition option, Connection may prompt you to say your password or to enter it on the phone keypad. To say your password, speak each digit individually. If Connection is not able to recognize your password on the first attempt, you must enter it on the keypad. (For security reasons, you may want to enter your password on the keypad rather than say it; this option is always available to you.)

Sending Voice Messages

You can send voice messages to other Cisco Unity Connection users without dialing their extensions. This can be helpful when you do not want to disturb a user or when you do not have time for a phone conversation. Sending voice messages may also help to avoid misunderstandings that can be “read” into e-mail messages.

You can address a voice message to one or multiple recipients, and to private and system distribution lists. Depending on the input style you are using, you address a message either by saying the name of a Connection user or distribution list, or by using the phone keypad to spell the name of the user or list, or to enter the extension or list number.

The following special delivery options are available:

Urgent	Mark a message urgent so that Connection sends it before regular messages.
Return receipt	Request a return receipt so that Connection notifies you when the recipient opens the message. Note You may not be able to receive all types of receipts, even though the Connection phone menus allow you to request them. Ask your Connection administrator whether the system is set up to send receipts to users.
Private	Mark a message private so that the recipient knows to treat it confidentially. Connection users cannot forward private messages by phone.
Future delivery	Deliver the message at the future date or time that you specify.

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Send a Voice Message by Using the Phone Keypad

- Step 1** Call and log on to Connection.
- Step 2** At the Main menu, choose the option **Send a Message**.
- Step 3** Follow the prompts to record, address, and send the voice message.
To pause or resume recording, press **8**. To end recording, press **#**.



Tip

- While addressing the message, press **##** to switch between spelling and number entry.
- To address the message to a private list, enter the list number by using number entry, or, if the list has a display name in the Cisco Unity Assistant web tool, spell the name by using spelling entry.
- When more than one user matches your addressing entries, Connection plays a list of matches that you can navigate quickly. Press **#** to select a recipient from a list; press **7** to skip to the previous name and **9** to skip to the next name; and press **77** to skip to the beginning of a list and **99** to skip to the end of a list.

To Send a Voice Message by Using Voice Commands

Step 1 Call and log on to Connection.

Step 2 When Connection asks, “What do you want to do,” say:
“Send a message.”



Tip To address the message before recording it or to specify a message property, say it now. For example: “Send an urgent message to Tim Smith” or “Send a private message.”

Step 3 Record the message. When you are finished, press # or stay silent for a few seconds.
To pause or resume recording, press 8.

Step 4 When prompted, say the name of a message recipient.

If Connection adds a recipient that you did not intend, say “Remove” to remove the last recipient added or “Edit recipients” to remove other recipients.

When you are finished addressing the message, say “Done.”



Tip

- For faster addressing, say the name of the next recipient before Connection finishes the confirmation message.
 - To temporarily switch to using the phone keypad for adding a recipient, press 9. Connection returns to voice-recognition mode after you add the recipient.
-

Step 5 Follow the prompts and use the following voice commands to finish the message:

Action	Voice Command
Send the message	“Send”
Review or edit list of message recipients	“Edit recipients”
Add other recipients	“Add names”
Edit recorded message	“Change recording”
Review message properties	“Review message properties”
Mark message as urgent	“Mark urgent”
Mark message as private	“Mark private”
Mark message as urgent and private	“Mark urgent and private”
Mark message for return receipt	“Return receipt”
Deliver the message at a future date or time When Connection asks when you want the message delivered, say “Today,” “Tomorrow,” a day of the week, or a calendar date, and a time of day. You must say “Send” when you are ready to have the message queued for future delivery.	“Future delivery”
Cancel future delivery	“Cancel future delivery”
Review recorded message and message properties	“Review message”

Checking Messages

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You can check new and saved messages in your Cisco Unity Connection mailbox by phone, as well as messages in your e-mail application.

You can save or delete messages during message playback or after you listen to an entire message.

Ask your Connection administrator if the system is set up to enforce a message-retention policy and, if so, how long it stores your messages before permanently deleting them. (Connection does not indicate when a message-retention policy is enforced, nor does it warn you before messages are permanently deleted as a result of such a policy.)

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Check Messages by Using the Phone Keypad

Step 1 Call and log on to Connection.

Step 2 At the Main menu, choose the applicable menu option:

- For messages in your Connection mailbox, **Play New Messages** or **Review Old Messages**.
- For messages in your e-mail application, **Play External Messages**.

Step 3 Follow the prompts to listen to and manage your messages.

To Check Messages by Using Voice Commands

Step 1 Call and log on to Connection.

Step 2 When Connection asks, “What do you want to do,” say:

“Play Messages.” Connection tells you the total number of new and saved messages in your Connection mailbox, plays all new voice messages, e-mails, and receipts, then plays saved messages.

Or

Use the following commands to select the type of messages that you want to hear:

Action	Voice Command
Hear new and saved voice messages or e-mails or external messages or receipts ¹	“Play <voice messages/e-mails/external messages/receipts>”
Hear all new messages	“Play new messages”
Hear new or saved or deleted voice messages from a Connection user	“Play <new/saved/deleted> messages from <username>”
Hear saved voice messages or e-mails or external messages or receipts ¹	“Play saved <voice messages/e-mails/external messages/receipts>”
Hear all saved messages	“Play saved messages”
Hear deleted voice messages or e-mails or receipts ¹	“Play deleted <voice messages / e-mails / receipts>”
Hear all deleted messages ²	“Play deleted messages”

1. Depending on how Connection is set up at your organization, you may not receive all types of receipts.

2. Not available on some systems.

- Step 3** Follow the prompts and use the following voice commands to manage the message after you have listened to it:

Action	Voice Command
Replay message	“Repeat”
Play previous message	“Previous”
Play next message	“Next”
Save or restore as saved	“Save”
Delete message	“Delete”
Reply to message	“Reply”
Reply to all	“Reply all”
Resend original message (nondelivery receipts only)	“Resend”
Call the sender ¹	“Call sender”
Forward message	“Forward”
Save or restore as new ¹	“Mark new”
Rewind message	N/A
Play message properties	“Message properties”

1. Not available on some systems.

Replying to Messages

When you reply to a message, you can reply to only the sender or to the sender and all other recipients, and you can add recipients. You can also respond to nondelivery receipts (NDRs) by resending the original message.

A message from “Unity Connection Messaging System” means that the caller was not a Connection user or was not logged on as a user when the message was left. You cannot reply to messages from such callers.

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Reply to a Voice Message by Using the Phone Keypad

- Step 1** After listening to the message, choose the menu option **Reply** or **Reply to All**.

- Step 2** Follow the prompts to record, add more recipients to, and send the reply.

To pause or resume recording, press **8**. To end recording, press **#**.



Tip

- While addressing the message, press **##** to switch between spelling and number entry.

- To address the message to a private list, enter the list number by using number entry, or, if the list has a display name in the Cisco Unity Assistant web tool, spell the name by using spelling entry.
- When more than one user matches your addressing entries, Connection plays a list of matches that you can navigate quickly. Press # to select a recipient from a list; press 7 to skip to the previous name and 9 to skip to the next name; and press 77 to skip to the beginning of a list and 99 to skip to the end of a list.

Step 3 After you send the reply, follow the prompts to handle the original message.

To Reply to a Voice Message by Using Voice Commands

Step 1 After listening to the message, say:

“Reply” to reply to the sender.

Or

“Reply All” to reply to the sender and to all message recipients.

Step 2 Record your reply. To pause or resume recording, press 8.

When you are finished, press # or stay silent for a few seconds.

Step 3 Follow the prompts and use the following voice commands to finish the reply:

Action	Voice Command
Send the reply	“Send”
Review or edit list of reply recipients	“Edit recipients”
Edit recorded reply	“Change recording”
Review reply properties	“Review message properties”
Mark reply as urgent	“Mark urgent”
Mark reply as private	“Mark private”
Mark reply as urgent and private	“Mark urgent and private”
Mark reply for return receipt	“Return receipt”
Deliver reply at a future date or time When Connection asks when you want the message delivered, say “Today,” “Tomorrow,” a day of the week, or a calendar date, and a time of day. You must say “Send” when you are ready to have the message queued for future delivery.	“Mark for future delivery”
Cancel future delivery	“Cancel future delivery”
Add other recipients	“Add names”
Review recorded reply and reply properties	“Review message”

Step 4 After you send the reply, follow the prompts to handle the original message.

Forwarding Messages

Messages marked private cannot be forwarded by phone. This includes any voice message that you or another Connection user marked private.

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Forward a Message by Using the Phone Keypad

-
- Step 1** After listening to the message, choose the option **Forward the Message**.
- Step 2** Follow the prompts to record an introduction, address, and send the forwarded message.
To pause or resume recording, press **8**. To end recording, press **#**.



Tip

- While addressing the message, press **##** to switch between spelling and number entry.
 - To address the message to a private list, enter the list number by using number entry, or, if the list has a display name in the Cisco Unity Assistant web tool, spell the name by using spelling entry.
 - When more than one user matches your addressing entries, Connection plays a list of matches that you can navigate quickly. Press **#** to select a recipient from a list; press **7** to skip to the previous name and **9** to skip to the next name; and press **77** to skip to the beginning of a list and **99** to skip to the end of a list.
-

- Step 3** After you send the forwarded message, follow the prompts to handle the original message.
-

To Forward a Message by Phone Using Voice Commands

-
- Step 1** After listening to the message, say **“Forward.”**
- Step 2** Record an introduction to the forwarded message, if applicable. To pause or resume recording, press **8**. When you are finished, press **#** or stay silent for a few seconds.
- Step 3** When prompted, say the name of a message recipient.
If Connection adds a recipient that you did not intend, say **“Remove”** to remove the last recipient added or **“Edit recipients”** to remove other recipients.
When you are finished addressing the message, say **“Done.”**



Tip

- For faster addressing, say the name of the next recipient before Connection finishes the confirmation message.
 - To temporarily switch to using the phone keypad for adding a recipient, press **9**. Connection returns to voice-recognition mode after you add the recipient.
-

Step 4 Follow the prompts and use the following voice commands to finish the forwarded message:

Action	Voice Command
Send the forwarded message	“Send”
Review or edit list of forwarded-message recipients	“Edit recipients”
Edit recorded introduction	“Edit message”
Review forwarded-message properties	“Review message properties”
Mark forwarded message as urgent	“Mark urgent”
Mark forwarded message as private	“Mark private”
Mark forwarded message as urgent and private	“Mark urgent and private”
Mark forwarded message for return receipt	“Return receipt”
Deliver forwarded message at a future date or time When Connection asks when you want the message delivered, say “Today,” “Tomorrow,” a day of the week, or a calendar date, and a time of day. You must say “Send” when you are ready to have the message queued for future delivery.	“Mark for future delivery”
Cancel future delivery	“Cancel future delivery”
Add other recipients	“Add names”
Review recorded introduction and forwarded-message properties	“Review message”

Step 5 After you have sent the forwarded message, follow the prompts to handle the original message.

Managing Receipts

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As you work with Cisco Unity Connection, you may manage several different types of receipts, which are described in [Table 1](#). Ask your Connection administrator which receipts the system is set up to use.

Table 1 *Cisco Unity Connection Receipts*

Type	Description
Read	Receipt message that informs you when the recipient plays your message.
Delivery	Receipt message that informs you when your message was delivered to the intended recipient.
Nondelivery (NDR)	Receipt message that informs you when your message could not be delivered to the intended recipient.

When you check messages, Connection plays receipts along with your other messages. You play and delete receipts in the same way as other messages; you cannot reply to or forward them.

For read receipts, Connection plays a list of the recipients who played the message you sent. For NDRs, Connection identifies recipients whose mailboxes did not accept the message.

After Connection plays an NDR, you can hear the original message and resend it to the recipient(s) who failed to receive it. You can record an introduction, modify the recipient list, and change delivery options when resending a message. Once you resend the message, Connection automatically deletes the NDR.

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Manage Receipts by Using the Phone Keypad

-
- Step 1** Call and log on to Connection.
- Step 2** At the Main menu, choose the options **Play New Messages > Receipts**.
- Step 3** Follow the prompts to manage your receipts.
-

To Manage Receipts by Using Voice Commands

-
- Step 1** Call and log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” say:
“Play Receipts.” Connection tells you the total number of receipts that you have, then plays them.
 Or
“Play <new/saved/deleted> receipts.” Connection tells you the number of receipts that meet your criteria, then plays them.
- Step 3** Follow the prompts and use the following voice commands to manage the receipt after you have listened to it:

Action	Voice Command
Replay receipt	“Repeat”
Save or restore as saved	“Save”
Delete receipt	“Delete”
Resend original message (NDRs only)	“Resend”
Save as new	“Mark new”
Rewind receipt	N/A
Play receipt properties	“Message properties”
Play original message (NDRs only)	“Play original message”



Finding Messages

- [About Finding Messages, page 15](#)
- [Finding Messages by Using the Message Locator Option, page 15](#)
- [Finding Messages by Using the Phone View Option, page 16](#)
- [Finding Messages by Using the Go to Message Option, page 18](#)

About Finding Messages

Cisco Unity Connection offers three options for finding messages by phone:

Message Locator	Allows you to find new and saved voice messages based on search criteria.
Phone View	Allows you to find new and saved voice messages based on search criteria, then displays results on the LCD screen of your Cisco IP phone.
Go to Message	Allows you to find a saved message based on the message number.

Not all of these options may be available to you. Check with your Connection administrator.

Finding Messages by Using the Message Locator Option

With Message Locator, you find voice messages from a particular user by entering the username or extension. You can also find voice messages from all outside callers or messages left by callers who called from a specific number.

Based on the criteria that you enter, Cisco Unity Connection begins playing messages as they are found. By default, messages are presented in order of newest to oldest—regardless of whether the messages are new or saved—though your Connection administrator may change this playback order.

To Find Messages with Message Locator by Using the Phone Keypad

Step 1 Call and log on to Connection.

Step 2 If you are not using voice commands, skip to [Step 3](#).

If you are using voice commands, say “**Touchtone conversation**” or press **9** to temporarily change to using the phone keypad.

**Tip**

To switch back to using voice commands after you have finished using Message Locator, hang up and log on to Connection again.

Step 3 At the Main menu, choose the option **Find Messages**.

Step 4 Choose the applicable option and follow the prompts to find and manage the voice messages you are looking for:

From another user	When prompted, use the phone keypad to spell the username or to enter the extension of the user. Press # # to switch between spelling and number entry.
From all outside callers	Connection searches for any messages left by unidentified callers—including outside callers and users who did not log on to Connection before calling from an external phone or from a phone that is not associated with a user account (such as a conference room).
From a specific outside caller	When prompted, use the phone keypad to enter the phone number—or part of the number—of the caller, followed by #. Note Some callers may have additional digits at the beginning of their phone numbers, such as codes for country, area, or city. Not all callers have phone numbers stored in the system. If you have trouble finding messages from a specific caller, contact your Connection administrator.

Finding Messages by Using the Phone View Option

Revised May 2009

With Phone View, the LCD screen of your Cisco IP phone provides a visual display of the sender, date, and time of your voice messages. You enter search criteria to view selected voice messages on the LCD screen. By default, messages are listed in order of newest to oldest—regardless of whether the messages are new or saved—though your Connection administrator may change this playback order.

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Find Messages with Phone View by Using the Phone Keypad

Step 1 Call and log on to Connection.

Step 2 At the Main menu, choose the option **Find Messages**.

Step 3 Choose the applicable option and follow the prompts to find the voice messages you are looking for:

All new messages	Connection displays voice messages that have not been heard.
All messages	Connection displays all new and saved voice messages.
From another user	When prompted, use the phone keypad to spell the username or to enter the extension of the user. Press # # to switch between spelling and number entry.

From all outside callers	Connection searches for any messages left by unidentified callers—including outside callers and users who did not log on to Connection before calling from an external phone or from a phone that is not associated with a user account (such as a conference room).
From a specific outside caller	When prompted, use the phone keypad to enter the phone number—or part of the number—of the caller, followed by #. Some callers may have additional digits at the beginning of their phone numbers, such as codes for country, area, or city. Not all callers have phone numbers stored in the system. If you have trouble finding messages from a specific caller, contact your Connection administrator.

- Step 4** After the message list displays on your phone LCD screen, use the following soft keys to select messages that you want Connection to play:

Select	Start message playback for the selected message.
Next	Go to the next page of messages, if applicable.
Previous	Go to the previous page of messages, if applicable.
More	Displays the Go To and Exit soft keys. This key appears only on phones that display a maximum of four soft keys.
Go To	Displays a screen that allows you to enter a message number by using the phone keypad, then skips to that message by highlighting it.
Exit	Exit the displayed message list. This returns you to the Connection search-criteria prompt.

- Step 5** Follow the prompts to listen to and manage your messages.

To Find Messages with Phone View by Using Voice Commands

- Step 1** Call and log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” use the applicable voice command to select the type of messages that you want displayed on your phone LCD screen:

Action	Voice Command
View new and saved voice messages or receipts	“Show <voice messages/receipts>”
View all new voice messages	“Show new messages”
View new or saved or deleted voice messages from a Connection user	“Show <new/saved/deleted> messages from <username>”
View saved voice messages or receipts	“Show saved <voice messages/receipts>”
View all saved voice messages	“Show saved messages”
View deleted voice messages or receipts	“Show deleted <voice messages /receipts>”
View all deleted voice messages ¹	“Show deleted messages”

1. Not available on some systems.

- Step 3** After the message list displays on your phone LCD screen, use the following soft keys to select messages that you want Connection to play:

Select	Start message playback for the selected message.
Next	Go to the next page of messages, if applicable.
Previous	Go to the previous page of messages, if applicable.
More	Displays the Go To and Exit soft keys. This key appears only on phones that display a maximum of four soft keys.
Go To	Displays a screen that allows you to enter a message number by using the phone keypad, then skips to that message by highlighting it.
Exit	Exit the displayed message list. This returns you to the Connection search-criteria prompt.

- Step 4** Use the following voice commands to manage messages after you have listened to them:

Action	Voice Command
Replay message	“Repeat”
Play previous message	“Previous”
Play next message	“Next”
Save or restore as saved	“Save”
Delete message	“Delete”
Reply to message	“Reply”
Reply to all	“Reply all”
Resend original message (NDRs only)	“Resend”
Call message sender ¹	“Call sender”
Forward message	“Forward”
Save or restore as new ¹	“Mark new”
Rewind message	N/A
Send to a fax machine for printing ¹	“Fax”
Play message properties	“Message properties”

1. Not available on some systems.

Finding Messages by Using the Go to Message Option

As you listen to your messages, you can use the Go to Message option to find a particular message by entering the number of the message.

To Find Messages with Go to Message by Using the Phone Keypad

Step 1 Call and log on to Connection.

Step 2 If you are not using voice commands, skip to [Step 3](#).

If you are using voice commands, say “**Touchtone conversation**” or press **9** to temporarily change to using the phone keypad.



Tip

To switch back to using voice commands after you have finished using Go to Message, hang up and log on to Connection again.

Step 3 At the Main menu, choose the applicable option, **Play New Messages** or **Review Old Messages**.

Step 4 Press the Go to Message shortcut keys.



Tip

Ask your Connection administrator for the shortcut keys that you use to hear the prompt for entering the message number.

Step 5 When prompted, enter the message number followed by #.

Step 6 Follow the prompts to manage the message after you have listened to it.



Managing Deleted Messages

- [About Deleted Messages, page 21](#)
- [Permanently Deleting Deleted Messages, page 21](#)
- [Checking Deleted Messages, page 22](#)

About Deleted Messages

Cisco Unity Connection saves your deleted messages; you can play, restore, or permanently delete them.

Permanently Deleting Deleted Messages

Deleting messages can be an important way to reduce the size of your mailbox, especially when Cisco Unity Connection is not set up to automatically delete messages once they reach a certain age.

Ask your Connection administrator if the system is set up to enforce a message-retention policy. Connection does not indicate when a message-retention policy is enforced, nor does it warn you before messages are permanently deleted as a result of such a policy. If Connection is not set up to do so, make sure that you permanently delete messages periodically. (For information on what to do if your mailbox exceeds its size limits, see the [“Managing the Size of Your Mailbox”](#) chapter.)

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Permanently Delete Messages by Using the Phone Keypad

- Step 1** Call and log on to Connection.
- Step 2** At the Main menu, choose the options **Review Old Messages > Deleted Messages**.
- Step 3** Follow the prompts to review your deleted messages and delete them individually, or to delete all messages at once.
-

To Permanently Delete Messages by Using Voice Commands

- Step 1** Call and log on to Connection.

- Step 2** When Connection asks what you want to do, say:
- “**Empty Deleted Items folder**” to permanently delete all deleted messages. Say “**Yes**” when Connection prompts you to confirm the action.
- Or
- “**Play deleted messages**” to permanently delete messages one by one. After you have listened to a message, say “**Delete**” to permanently delete it. To skip to the next message without deleting the current message, say “**Next**”.
-

Checking Deleted Messages

You can play your deleted messages, just as you can play new and saved messages. You can also restore a deleted message as a new or saved message.

By default, the most recent messages are played first. Note that you cannot enable the Message Type menu or specify a playback order by message type for deleted messages.

This section contains two procedures. Do the applicable procedure, depending whether you are using the phone keypad or voice commands.

To Check Deleted Messages by Using the Phone Keypad

- Step 1** Call and log on to Connection.
- Step 2** At the Main menu, choose the options **Review Old Messages > Deleted Messages**.
- Step 3** Follow the prompts to manage a deleted message after you have listened to it.
-

To Check Deleted Messages by Using Voice Commands

- Step 1** Call and log on to Connection.
- Step 2** When Connection asks what you want to do, say:
- “**Play deleted messages**” to play all deleted messages.
- Or
- “**Play deleted messages from <username>**” to hear deleted voice messages from a specific Connection user.
- Or
- “**Play deleted <voice messages/e-mails/receipts>**” to hear deleted messages of a specific type. (Note that Connection plays e-mails only for users who have the text-to-speech option.)

- Step 3** Follow the prompts and use the following voice commands to manage a deleted message after you have listened to it:

Action	Voice Command
Replay message	"Repeat"
Play previous message	"Previous"
Play next message	"Next"
Restore as saved	"Save"
Delete message permanently	"Delete"
Reply to message	"Reply"
Call sender ¹	"Call sender"
Forward message	"Forward"
Restore as new ¹	"Mark new"
Play message properties	"Message properties"

1. Not available on some systems.



Managing Dispatch Messages

Dispatch messages are sent to a distribution list of users who are available to respond to issues, but only one person needs to respond. When listening to a dispatch message, you are given the following options:

Accept the message	Means that you are the only member of the distribution list that will respond to the message. Copies of the message are removed from the mailboxes of all other recipients, whether they have listened to the message or not.
Decline the message	Means that the message is removed from your mailbox, but copies of the message remain as unheard in the mailboxes of other recipients who have not yet declined the message. Note If all other recipients have declined the dispatch message, you must accept it. You will not be allowed to decline the message.
Postpone the message	Means that the message remains as an unheard message in your mailbox and in the mailboxes of the other recipients who have not yet declined the message.

When the message has been accepted by one of the members of the distribution list, Cisco Unity Connection removes copies in the mailboxes of the remaining recipients.

When listening to dispatch messages, note the following considerations:

- If another recipient accepts the dispatch message before you accept it, your copy of the message is removed from your mailbox.
- When you decline a dispatch message, Connection does not move it to your deleted items folder.
- Dispatch messages trigger the message waiting indicator (MWI) on your phone. If another recipient accepts a dispatch message, Connection turns off your MWI after it removes the message from your mailbox. There may be a window of time between message removal and the MWI going off. If you find no new messages after noting the MWI, it likely is because you checked during this window.
- When configuring message notification rules to include dispatch messages, be aware that by the time you receive a notification and call in to retrieve the message, it may be gone from your mailbox because another user has already accepted the message.

To Manage a Dispatch Message by Using the Phone Keypad

After listening to a dispatch message, follow the prompts to accept, decline, or postpone the message.

To Manage a Dispatch Message by Using Voice Commands

- Step 1** Call and log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” say:
“Play dispatch messages.”
- Step 3** After listening to a dispatch message, follow the prompts and use the following voice commands to manage the message:

Action	Voice Command
Accept the message	“Accept”
Decline the message	“Decline”
Postpone the message	“Postpone”



Placing Calls By Using Voice Commands

You can place a call to another Cisco Unity Connection user by saying the person's name or extension. For example, when you say “Call Harriet Smith,” Connection finds the extension for Harriet in the corporate directory and places the call.

Note that to place calls by using voice commands, you must be logged on to Connection.

After you say a name or extension, Connection plays a matching name or extension and places the call. If Connection finds more than one match for a name or extension that you requested, the first match is played and Connection will ask you to confirm whether the match is correct. If not, say “No,” and Connection will continue to play the other matches.

To Place a Call by Using Voice Commands

- Step 1** Log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” say:
- “**Call <Name/alternate name>**” to call a Connection user. (For example, “Call Frank Edwards.”)
- Or
- “**Call <Number>**” to call a Connection extension or a phone number. Say each digit individually. (For example, for extension 12345, say “Call one two three four five,” not “Call twelve three forty-five.”)
- Or
- “**Call <Name/alternate name> at <home/work/mobile>**” to call a contact at a particular number. (For example, “Call Bob on his mobile” or “Call Service Department at work.”)
- Step 3** As Connection says the name or number of the person you are calling, you can say “**Cancel**” to halt the last action without losing your connection to the system.
-





Managing Meetings

- [About Managing Meetings, page 29](#)
- [Listing Upcoming Meetings, page 29](#)
- [Starting Immediate Meetings in Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express, page 30](#)

About Managing Meetings

You can check your upcoming appointments and meetings that are scheduled in Microsoft Outlook, in Cisco Unified MeetingPlace, or in Cisco Unified MeetingPlace Express.

Other actions that you can take to manage meetings include:

- Accepting or declining meeting invitations (Outlook meetings only).
- Joining a meeting that is in progress.
- Listing the participants of a meeting.
- Hearing the details of a meeting invitation.
- Sending a message to the meeting organizer.
- Sending a message to the meeting participants.
- Canceling a meeting (meeting organizer only).
- Starting an immediate meeting in Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express.

Listing Upcoming Meetings

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To List Upcoming Meetings by Using the Phone Keypad

- Step 1** Call and log on to Connection.
- Step 2** At the Main menu, choose the option **Meetings**.
- Step 3** Follow the prompts to define the period of time for which you want to hear the list of meetings.

- Step 4** As each meeting is listed, follow the prompts to get details about the meeting, join the meeting, list the participants, send a message to the organizer, send a message to the meeting participants, accept a meeting invitation, or decline a meeting invitation. The meeting owner also has the option to cancel a meeting.

To List Upcoming Meetings by Using Voice Commands

- Step 1** Call and log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” say:
“Play Meetings” or **“List Meetings”** to list the time, meeting organizer, and subject for all current and upcoming meetings.
 Or
“Play Meetings on <date>” or **“List Meetings on <date>”** to list the time, meeting organizer, and subject for meetings for a specific period of time.
- Step 3** Follow the prompts and use the following voice commands to manage a meeting after you have listened to the description:

Action	Voice Command
Dial into a Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express meeting	“Join”
Hear list of participants	“List participants”
Hear details from the meeting reminder	“Details”
Record a message to send to meeting organizer	“Send message to organizer”
Record a message to send to meeting participants	“Send message to participants”
Hear the time, meeting organizer, and subject for the next meeting in your calendar	“Next”
Hear the time, meeting organizer, and subject for the previous meeting in your calendar	“Previous”
Accept a meeting invitation (Outlook meetings only)	“Accept”
Decline a meeting invitation (Outlook meetings only)	“Decline”
Cancel a meeting (meeting organizer only)	“Cancel meeting”

Starting Immediate Meetings in Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express

You can start an immediate meeting in Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express, and Cisco Unity Connection connects you to the meeting.

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Start an Immediate Meeting by Using the Phone Keypad

- Step 1** Call and log on to Connection.
 - Step 2** At the Main menu, choose the options **Meetings > Start Meetings**.
 - Step 3** Follow the prompts to set up and dial into an immediate Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express meeting for the current time.
-

To Start an Immediate Meeting by Using Voice Commands

- Step 1** Call and log on to Connection.
 - Step 2** When Connection asks, “What do you want to do,” say:
“**Start Meeting.**”
 - Step 3** Follow the prompts to set up and dial into an immediate Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express meeting for the current time.
-



Managing Faxes

- [About the Fax Option, page 33](#)
- [Listing Faxes, page 33](#)
- [Changing Your Fax Delivery Phone Number, page 34](#)

About the Fax Option

The fax option lets you manage faxes so you can do the following:

- List the faxes that you received. Cisco Unity Connection plays only the fax message properties, such as the sender, date, and time.
- Forward the faxes that you received to another Connection user, contact, or distribution list.
- Deliver the faxes that you received to a fax machine for printing.
- Change your fax delivery number (the phone number of the fax machine that you want your fax sent to for printing).



Note

You cannot create a fax from a file on your computer.

Listing Faxes

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To List Faxes by Using the Phone Keypad

- Step 1** Call and log on to Connection.
- Step 2** At the Main menu, choose the option **New Messages**.
- Step 3** Follow the prompts to manage your faxes.
-

To List Faxes by Using Voice Commands

- Step 1** Call and log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” say:
“Play New Fax Messages” to list new faxes that you have received.
 Or
“Play Faxes” to list both new and old faxes that you have received.
- Step 3** Follow the prompts and use the following voice commands to manage a fax after you have listened to the description:

Action	Command
Send fax to a fax machine for printing	“Fax”
Hear sender and time that the fax was sent	“Message Properties”
Forward fax to a Connection user, contact, or distribution list	“Forward”
Reply to fax (only if it was sent by a Connection user, contact, or distribution list)	“Reply”
Play next fax	“Next”
Play previous fax	“Previous”

Changing Your Fax Delivery Phone Number

The fax delivery number is the phone number of the fax machine that you want your fax sent to for printing.

To specify a fax delivery number, begin with any access code needed to make an external call (for example, 9). For long-distance numbers, include the applicable dialing codes (for example, 1 and the area code).

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Change Your Fax Delivery Phone Number by Using the Phone Keypad

- Step 1** Call and log on to Connection.
- Step 2** At the Main menu, choose the options **Setup Options > Message Settings > Fax Settings**.
- Step 3** Follow the prompts to enter your fax delivery phone number.

To Change Your Fax Delivery Phone Number by Using Voice Commands

- Step 1** Call and log on to Connection.

- Step 2** When Connection asks, “What do you want to do,” say:
“**Setup Options.**” (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, choose the options **Message Settings > Fax Settings**.
- Step 4** Follow the prompts to enter your fax delivery phone number.

**Tip**

To switch back to using voice commands, keep pressing * until you hear the “Voice Command Conversation” prompt.



Managing Your Personal Greetings

- [About Your Personal Greetings, page 37](#)
- [Rerecording Your Current Greeting, page 39](#)
- [Turning Your Alternate Greeting On or Off, page 39](#)
- [Changing Greetings, page 40](#)
- [Playing All Greetings, page 41](#)
- [Recording Greetings in Additional Languages with a Multilingual System, page 42](#)

About Your Personal Greetings

Cisco Unity Connection allows you to record up to six personal greetings. You can turn on as many greetings as you want, and you can specify how long you want the greetings to stay on.

With a multilingual system, you have the option of providing your personal greetings in multiple languages—your default language and other languages available on your system. Note that you use the phone keypad to manage greetings in languages other than your default language; you cannot use voice commands.

This section describes the personal greetings available to you. Note that Connection plays the greetings that you turn on for the applicable situation, while some greetings override other greetings when they are on.

Standard Greeting

This greeting plays during the business hours that your Connection administrator specified for your organization, or in other situations when no other greeting is on.

By design, the standard greeting cannot be turned off.

Closed Greeting

Turn on this greeting when you want your callers to hear a recording from you during the nonbusiness hours that your Connection administrator specified for your organization. (For example, “Sorry, I am not available to answer your call. Company office hours are <times>.”)

When it is on, the closed greeting overrides the standard greeting during nonbusiness hours.

Alternate Greeting

Turn on this greeting for a specific time period when you want to provide information about special circumstances, such as when you are on vacation. (For example, “I will be out of the office until <date>.”)

When it is on, the alternate greeting overrides all other greetings.

Your Connection administrator specifies whether the system transfers callers to your greeting without ringing your phone, whether callers are able to skip your greeting, and whether callers can leave you a message when your alternate greeting is on. The Alternate Greeting page in the Cisco Unity Assistant web tool indicates the caller options that your administrator has enabled for you, if any. Note that caller options do not apply when an outside caller or another Connection user dials your extension directly.



Tip

Other Connection users do not hear your alternate greeting when they send messages to you by phone. When you turn on your alternate greeting, consider also changing your recorded name to include information that you are out of the office. Your recorded name plays when users address messages to you and when callers look you up in the directory. (See the [“Changing Your Recorded Name” section on page 56.](#))

Connection may play a prompt to remind you that your alternate greeting is on after you log on by phone.

Busy Greeting

Turn on this greeting when you want callers to know that you are on the phone. (For example, “I am currently on another line, please leave a message.”)

When it is on, the busy greeting overrides the standard, closed, and internal greetings when your phone is busy.

Note that not all phone systems provide the support necessary for the Connection busy greeting to work. For assistance, talk to your Connection administrator.

Internal Greeting

Turn on this greeting when you want to provide information that coworkers might need to know. (For example, “I will be in conference room B until noon today.”)

When it is on, the internal greeting overrides the standard and closed greetings, and plays only to callers within your organization when you do not answer your phone.

Note that not all phone systems provide the support necessary for the internal greeting to work. For assistance, talk to your Connection administrator.

Holiday Greeting

Turn on this greeting when you want callers to hear a recording from you during a holiday. (For example, “Happy holiday. I am not available to answer your call. I will be out of the office from <date> to <date>.”)

When it is on, the holiday greeting overrides the standard greeting during nonbusiness hours.

Rerecording Your Current Greeting

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Rerecord Your Current Greeting by Using the Phone Keypad

-
- Step 1** Call and log on to Connection.
 - Step 2** On a single-language system, at the Main menu, choose the options **Setup Options > Greetings**.
Or
On a multilingual system, at the Main menu, choose the options **Setup Options > Greetings > <Applicable Language for the Current Greeting to Rerecord>**.
 - Step 3** After Connection plays your current greeting, follow the prompts to rerecord it.
To pause or resume recording, press **8**. To end recording, press **#**.
-

To Rerecord Your Current Greeting by Phone Using Voice Commands

-
- Step 1** Call and log on to Connection.
 - Step 2** When Connection asks, “What do you want to do,” say:
“Record my <greeting name> greeting.”
 - Step 3** Press **#** when you are finished.
-

Turning Your Alternate Greeting On or Off

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Turn Your Alternate Greeting On or Off by Using the Phone Keypad

-
- Step 1** Call and log on to Connection.
 - Step 2** On a single-language system, at the Main menu, choose the options **Setup Options > Greetings**.
Or
On a multilingual system, at the Main menu, choose the options **Setup Options > Greetings > <Applicable Language for the Alternate Greeting to Turn On/Off>**.
 - Step 3** Press **#** to skip hearing your current greeting.
 - Step 4** Follow the prompts to turn your alternate greeting on or off.
 - Step 5** If you turned on your alternate greeting, follow the prompts to set when you want it turned off or to leave it on indefinitely.
-

To Turn Your Alternate Greeting On or Off by Using Voice Commands

- Step 1** Call and log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” say either:
“Turn on my alternate greeting” (greeting is left on indefinitely) or **“Turn on alternate greeting until <date> at <time>.”**
 Or
“Turn off my alternate greeting.”

Changing Greetings

When you turn on a personal greeting, you specify how long you want it available for use. Cisco Unity Connection plays the greeting in the applicable situation until the date and time that you specified, and then the greeting is automatically turned off. For example, you can set your alternate greeting to stop playing on the day that you return from a vacation.

You can also set a greeting to play indefinitely, which is useful when you turn on the busy or closed greeting.

You choose from one of the following sources to specify what callers hear when a greeting is on:

Rerecord This Greeting	Connection plays a greeting that you record. Note Recording a greeting does not turn it on.
System Greeting	Connection plays a prerecorded greeting along with your recorded name (for example, “Sorry, <your name> is not available”). If you do not have a recorded name, Connection uses text-to-speech to read your display name instead. When a greeting is on but not recorded, Connection plays a prerecorded system greeting.

You can turn off a greeting at any time. When a greeting is off, Connection no longer plays it, though the recording is not erased.



Tip

If you record a personal greeting then set the greeting to use the system greeting, your recording is no longer available by phone. Record and enable a new personal greeting.

This section contains two procedures. Do the applicable procedure depending on whether you are using the phone keypad or voice commands.

To Change a Greeting by Using the Phone Keypad

- Step 1** Call and log on to Connection.

- Step 2** On a single-language system, at the Main menu, choose the options **Setup Options > Greetings**.
Or
On a multilingual system, at the Main menu, choose the options **Setup Options > Greetings > <Applicable Language for the Greeting to Change>**.
- Step 3** Connection plays your current greeting. You can press # to skip hearing it.
- Step 4** Follow the prompts to choose the greeting that you want to change, then to make changes.
To pause or resume recording, press **8**. To end recording, press #.

To Change a Greeting by Using Voice Commands

- Step 1** Call and log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” use the following commands to change the greeting and follow any additional prompts:

Action	Voice Command
Play standard greeting	“Play my greeting”
Play a specific greeting	“Play <greeting name> greeting”
Record or rerecord the standard greeting	“Record my greeting”
Record or rerecord the closed, alternate, busy, internal, or holiday greeting	“Record my <greeting name> greeting”
Use the system greeting for the standard greeting	“Use my default greeting”
Use the system greeting for a specific greeting	“Use default <greeting name> greeting”
Use nothing for a greeting (Callers will hear only a tone to signal that they should leave a message.)	“Play nothing for my <greeting name> greeting”
Turn a greeting on indefinitely	“Turn on <greeting name> greeting”
Turn a greeting on until a specific date and time	“Turn on <greeting name> greeting until <date> at <time>”
Turn a greeting off	“Turn off <greeting name> greeting”
Help	“Greetings Help”

To pause or resume recording, press **8**. To end recording, press # or stay silent for a few seconds.

Playing All Greetings

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Play All Greetings by Using the Phone Keypad

-
- Step 1** Call and log on to Connection.
- Step 2** On a single-language system, at the Main menu, choose the options **Setup Options > Greetings > Play All Greetings**.
- Or
- On a multilingual system, at the Main menu, choose the options **Setup Options > Greetings > <Applicable Language in Which to Hear Greetings> > Play All Greetings**.
- Connection plays all six greetings, starting with your current greeting.
-

To Play All Greetings by Using Voice Commands

-
- Step 1** Call and log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” say:
- “Play all greetings.”**
- Connection plays all six greetings, starting with your current greeting. For each greeting, Connection tells you whether it is turned on or off.
-

Recording Greetings in Additional Languages with a Multilingual System

With a multilingual system, you have the option of providing your greetings in multiple languages. For example, if Cisco Unity Connection is set up to provide prompts in French and Spanish, you might record your standard greeting in both languages so that Spanish- and French-speaking callers can hear your greeting in their own language.

If you do not record a greeting in a language that your system provides, Connection will play the system greeting for calls associated with that language. For example, if you recorded your standard greeting in French but not in Spanish, Spanish-speaking callers would hear the system greeting for you while French-speaking callers would hear the French greeting that you recorded.

Note that when you choose a language in which to record a greeting, Connection plays the Greetings menu options in the same language.

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Record a Greeting in an Additional Language by Using the Phone Keypad

-
- Step 1** Call and log on to Connection.
- Step 2** At the Main menu, choose the options **Setup Options > Greetings > <Applicable Language of Greeting to Record>**.
- Step 3** Connection plays your current greeting. You can press # to skip hearing it.
-

- Step 4** Follow the prompts to choose the greeting that you want to record and to record it.
To pause or resume recording, press **8**. To end recording, press **#**.
-

To Record a Greeting in an Additional Language by Using Voice Commands

- Step 1** Call and log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” say:
“**Setup Options.**” (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, choose the options **Greetings > <Applicable Language of Greeting to Record>**.
- Step 4** Connection plays your current greeting. You can press **#** to skip hearing it.
- Step 5** Follow the prompts to choose the greeting that you want to record and to record it.
To pause or resume recording, press **8**. To end recording, press **#** or stay silent for a few seconds.



Tip To switch back to using voice commands, keep pressing ***** until you hear the “Voice Command Conversation” prompt.



Managing Message Notification

- [About Message Notification, page 45](#)
- [Turning Notification to Devices On or Off, page 45](#)
- [Changing Notification Phone Numbers, page 46](#)

About Message Notification

Cisco Unity Connection can call a phone or pager to notify you of new messages.

You can turn notification on and off, and change notification phone numbers for your home phone, work phone, mobile phone, and a pager.



Note

If you are using the Cisco Unity Assistant web tool, you have more options and more notification devices available there. Refer to Help in the Cisco Unity Assistant.

Turning Notification to Devices On or Off

You can turn notification on and off for your home phone, work phone, mobile phone, and a pager. Turning a notification device off does not delete its settings.

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Turn Notification to a Device On or Off by Using the Phone Keypad

- Step 1** Call and log on to Connection.
- Step 2** At the Main menu, choose the options **Setup Options > Message Settings > Message Notification**.
- Step 3** After Connection announces your notification status, follow the prompts to turn notification on or off for a pager, home phone, work phone, or mobile phone.
-

To Turn Notification to a Device On or Off by Using Voice Commands

-
- Step 1** Call and log on to Connection.
 - Step 2** When Connection asks, “What do you want to do,” say:
“Setup Options.” (Connection temporarily switches to the phone keypad.)
 - Step 3** On the phone keypad, choose the options **Message Settings > Message Notification**.
 - Step 4** After Connection announces your notification status, follow the prompts to turn notification on or off for a pager, home phone, work phone, or mobile phone.



Tip To switch back to using voice commands, keep pressing * until you hear the “Voice Command Conversation” prompt.

Changing Notification Phone Numbers

You can change the notification number for your home phone, work phone, mobile phone, and a pager. For phone numbers inside your organization, enter an extension. For external phone numbers, begin with any access code needed to make an external call (for example, 9). For long-distance numbers, include the applicable dialing codes (for example, 1 and the area code). Use the # key to add 1-second pauses, as necessary.

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Change a Notification Phone Number by Using the Phone Keypad

-
- Step 1** Call and log on to Connection.
 - Step 2** At the Main menu, choose the options **Setup Options > Message Settings > Message Notification**.
 - Step 3** After Connection announces your notification status, follow the prompts to change the notification number for a pager, home phone, work phone, or mobile phone.
-

To Change a Notification Phone Number by Using Voice Commands

-
- Step 1** Call and log on to Connection.
 - Step 2** When Connection asks, “What do you want to do,” say:
“Setup Options.” (Connection temporarily switches to the phone keypad.)
 - Step 3** On the phone keypad, choose the options **Message Settings > Message Notification**.

- Step 4** After Connection announces your notification status, follow the prompts to change the notification number for a pager, home phone, work phone, or mobile phone.

**Tip**

To switch back to using voice commands, keep pressing * until you hear the “Voice Command Conversation” prompt.



Managing Private Lists

- [About Private Lists, page 49](#)
- [Creating Private Lists, page 49](#)
- [Changing the Members of Private Lists, page 50](#)
- [Changing the Recorded Names of Private Lists, page 52](#)
- [Deleting Private Lists, page 52](#)

About Private Lists

You can use private lists to create your own groups of voice message recipients. When you address a voice message to one of your private lists, all of the recipients on the list receive the message. Cisco Unity Connection provides several private lists for you to personalize.

Only you can send voice messages to your private lists. You can do so by using the phone keypad or voice commands. You cannot send messages from your e-mail application to your private lists.

Creating Private Lists

Your Cisco Unity Connection administrator specifies the maximum number of lists that you can manage. The lists are prenumbered. Once you have added names to a list, Connection plays the list number as an identification when you manage your lists.



Tip

Although you can create private lists by phone, it is easier to do so in the Cisco Unity Assistant web tool.

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Create a Private List by Using the Phone Keypad

- Step 1** Call and log on to Connection.
- Step 2** At the Main menu, choose the options **Setup Options > Message Settings > Private Lists > Change the Names on a Private List**.
- Step 3** Enter the number of an unused list.



Tip

If you do not know a number for an unused list, at the Main menu, choose the options Setup Options > Message Settings > Private Lists > Hear Private Lists. Connection plays information about any lists already in use, including the list numbers, so use a number other than the one(s) you hear.

Step 4 After Connection says “Private List <Number>,” follow the prompts to add names to the list.

Step 5 When you are finished adding names, choose the option **Rerecord the Name of the List** and follow the prompts to record a name for the list.

To Create a Private List by Using Voice Commands

Step 1 Call and log on to Connection.

Step 2 When Connection asks, “What do you want to do,” say:

“**Setup Options.**” (Connection temporarily switches to the phone keypad.)

Step 3 On the phone keypad, choose the options **Message Settings > Private Lists > Change the Names on a Private List.**

Step 4 Enter the number of an unused list.



Tip

If you do not know a number for an unused list, choose the options Message Settings > Private Lists > Hear Private Lists. Connection plays information about any lists already in use, including the list numbers, so use a number other than the one(s) you hear.

Step 5 After Connection says “Private List <Number>,” follow the prompts to add names to the list.

Step 6 When you are finished adding names, choose the option **Rerecord the Name of the List** and follow the prompts to record a name for the list.



Tip

To switch back to using voice commands, keep pressing * until you hear the “Voice Command Conversation” prompt.

Changing the Members of Private Lists

The maximum number of members that you can add to a private list is specified by your Cisco Unity Connection administrator. Any user or system distribution list that is included in the directory can be a member of your private lists.

Depending on how Connection is set up at your organization, you may be able to send and respond to messages from users on remote voice messaging systems who are not in the directory. If so, you can also include these users—known as remote contacts—in your private lists.

If you try to add a user, system distribution list, or remote contact that is already a member of the private list, Connection does not add the member to the same list again.

You can add members to, and review and delete members from your private lists.



Note

Administrative changes to private list members may cause them to be presented differently when you review your lists later. Occasionally, administrative changes may even cause some members to be removed from your lists without notice. Your Connection administrator should be able to inform you before changes occur, though you will still need to readd these members to your lists in the event that they are inadvertently removed.

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Change the Members of a Private List by Using the Phone Keypad

- Step 1** Call and log on to Connection.
- Step 2** At the Main menu, choose the options **Setup Options > Message Settings > Private Lists > Change the Names**.
- Step 3** Follow the prompts to choose the list whose members you want to change and to add, review, or delete members.



Tip

When you review the list members, you can quickly navigate through them. Press 3 to delete a recipient from the list; press 7 to skip to the previous name and 9 to skip to the next name; and press 77 to skip to the beginning of the list and 99 to skip to the end.

To Change the Members of a Private List by Using Voice Commands

- Step 1** Call and log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” say:
“Setup Options.” (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, choose the options **Message Settings > Private Lists > Change the Names**.
- Step 4** Follow the prompts to choose the list whose members you want to change and to add, review, or delete members.



Tip

When you review the list members, you can quickly navigate through them. Press 3 to delete a recipient from the list; press 7 to skip to the previous name and 9 to skip to the next name; and press 77 to skip to the beginning of the list and 99 to skip to the end.



Tip

To switch back to using voice commands, keep pressing * until you hear the “Voice Command Conversation” prompt.

Changing the Recorded Names of Private Lists

Each private list has a recorded name. When you address messages to private lists, Cisco Unity Connection plays the recorded name so that you can confirm that you have addressed the message to the correct list.

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Change the Recorded Name of a Private List by Using the Phone Keypad

-
- Step 1** Call and log on to Connection.
 - Step 2** At the Main menu, choose the options **Setup Options > Message Settings > Private Lists > Change Names**.
 - Step 3** Follow the prompts to choose the list whose recorded name you want to change and to rerecord the name. (Note that if the list you chose does not already have members, you must add them before you can record a name for the list.)
-

To Change the Recorded Name of a Private List by Using Voice Commands

-
- Step 1** Call and log on to Connection.
 - Step 2** When Connection asks, “What do you want to do,” say:
“Setup Options.” (Connection temporarily switches to the phone keypad.)
 - Step 3** On the phone keypad, choose the options **Message Settings > Private Lists > Change the Names**.
 - Step 4** Follow the prompts to choose the list whose recorded name you want to change and to rerecord the name. (Note that if the list you chose does not already have members, you must add them before you can record a name for the list.)



Tip To switch back to using voice commands, keep pressing * until you hear the “Voice Command Conversation” prompt.

Deleting Private Lists

Although you can delete individual members of your lists by phone, you cannot delete the list itself. You delete a list—including its recorded name, and all members at once—in the Cisco Unity Assistant web tool.



Managing Your Addressing Priority List

- [About the Addressing Priority List, page 53](#)
- [Changing Your Addressing Priority List, page 53](#)

About the Addressing Priority List

Your addressing priority list directs Connection to prioritize recipients that you define, similar to a “buddy” list. When you are addressing a message and Connection finds multiple matches for a recipient name based on partial spelling or on how you say the name, any matching names that are also in your addressing priority list are presented first. This allows you to find and select your intended recipients more quickly.

Connection may also automatically add recipient names to your addressing priority list when you send messages to them, and adjust the priority of names in the list based on how often you send messages to each recipient.



Note

Your Connection administrator determines whether you can review and modify your addressing priority list, and whether Connection automatically adds names to the list based on usage.

Changing Your Addressing Priority List

You can add users, contacts, and distribution lists to your addressing priority list, review the list, and remove names from the list. Your addressing priority list may also contain names that Cisco Unity Connection has automatically added based on your message addressing history.

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Change Your Addressing Priority List by Using the Phone Keypad

- Step 1** Call and log on to Connection.
- Step 2** At the Main menu, choose the options **Setup Options > Message Settings > Addressing Priority List**.

- Step 3** Follow the prompts to add and review or remove members from your addressing priority list. When you review names on the list, Connection presents the names alphabetically by last name (for users and contacts) or display name (for distribution lists).
-

To Modify Your Addressing Priority List by Using Voice Commands

- Step 1** Call and log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” say:
“**Setup Options.**” (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, choose the options **Message Settings > Addressing Priority List**.
- Step 4** Follow the prompts to add and review or remove members from your addressing priority list. When you review names on the list, Connection presents the names alphabetically by last name (for users and contacts) or display name (for distribution lists).



Tip To switch back to using voice commands, keep pressing * until you hear the “Voice Command Conversation” prompt.



Changing Your Personal Settings

- [About Personal Settings, page 55](#)
- [Changing Your Phone Password, page 55](#)
- [Changing Your Recorded Name, page 56](#)
- [Changing Your Directory Listing Status, page 57](#)

About Personal Settings

Personal settings control the information about you as a user on the Cisco Unity Connection system and some of the choices you make for interacting with the system.

Changing Your Phone Password

Your Cisco Unity Connection phone password protects the privacy of your messages and secures your mailbox from unauthorized access. You can change your phone password at any time.

Follow the security guidelines provided by your Connection administrator when you change your phone password. In general, shorter passwords are easier to use, but longer passwords are more secure, especially when you specify a nontrivial password. A nontrivial password means that:

- The password cannot contain your primary extension or its reverse.
- The password must contain at least three different digits.
- The digits cannot all be consecutive in ascending or descending order (for example, 12345 or 54321).
- A digit cannot be used more than two times consecutively (for example, 14777).
- The password cannot contain repeated groups of three or more digits (for example, 408510408).
- The password cannot be a numeric representation of your first or last name, or the combination of your first and last names. (For example, if your name is John Doe, you could not use a numeric representation of johnd, johndoe, jdoe, doe.)

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Change Your Phone Password by Using the Phone Keypad

-
- Step 1** Call and log on to Connection.
 - Step 2** At the Main menu, choose the options **Setup Options > Personal Settings > Password**.
 - Step 3** Follow the prompts to enter and confirm a new password. Use digits 0 through 9.
-

To Change Your Phone Password by Using Voice Commands

-
- Step 1** Call and log on to Connection.
 - Step 2** When Connection asks, “What do you want to do,” say:
“Setup Options.” (Connection temporarily switches to the phone keypad.)
 - Step 3** On the phone keypad, choose the options **Personal Settings > Password**.
 - Step 4** Follow the prompts to enter and confirm a new password. Use digits 0 through 9.



Tip To switch back to using voice commands, keep pressing * until you hear the “Voice Command Conversation” prompt.

Changing Your Recorded Name

Your recorded name plays with messages that you leave for other users and identifies you in the directory. It also plays with any of your greetings that use system recordings instead of your own recordings.



Tip Other Cisco Unity Connection users do not hear your alternate greeting when they send messages to you by phone. Whenever you enable your alternate greeting, consider changing your recorded name to include information that you are out of the office.

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Change Your Recorded Name by Using the Phone Keypad

-
- Step 1** Log on to Connection.
 - Step 2** At the Main menu, choose the options **Setup Options > Personal Settings > Recorded Name**.
 - Step 3** Follow the prompts to record your name or a short message.
 To pause or resume recording, press **8**. To end recording, press **#**.
-

To Change Your Recorded Name by Using Voice Commands

-
- Step 1** Log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” say:
“Setup Options.” (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, choose the options **Personal Settings > Recorded Name**.
- Step 4** Follow the prompts to record your name or a short message.
 To pause or resume recording, press **8**. To end recording, press **#** or stay silent for a few seconds.



Tip To switch back to using voice commands, keep pressing ***** until you hear the “Voice Command Conversation” prompt.

Changing Your Directory Listing Status

You can choose whether to be listed in the directory. When you are listed, callers who do not know your extension can reach you by finding your name in the directory.

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Change Your Directory Listing Status by Using the Phone Keypad

-
- Step 1** Call and log on to Connection.
- Step 2** At the Main menu choose the options **Setup Options > Personal Settings > Directory Listing**. Connection tells you whether or not you are listed in the directory.
- Step 3** Follow the prompts to change your listing status.
-

To Change Your Directory Listing Status by Using Voice Commands

-
- Step 1** Call and log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” say:
“Setup Options.” (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, choose the options **Personal Settings > Directory Listing**.
- Step 4** Follow the prompts to change your listing status.



Tip To switch back to using voice commands, keep pressing ***** until you hear the “Voice Command Conversation” prompt.



Changing Your Connection Conversation Menu Style

You can hear either full or brief menus when you interact with Cisco Unity Connection by using the phone keypad. Full menus provide comprehensive instructions, and brief menus provide abbreviated versions of full menus.

When you interact with Connection by using voice commands, you hear full menus.

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Change Your Connection Conversation Menu Style by Using the Phone Keypad

- Step 1** Call and log on to Connection.
 - Step 2** At the Main menu, choose the options **Setup Options > Message Settings > Menu Style**.
 - Step 3** Follow the prompts to switch between full and brief menus.
-

To Change Your Connection Conversation Menu Style by Using Voice Commands

- Step 1** Call and log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” say:
“**Setup Options.**” (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, choose the options **Message Settings > Menu Style**.
- Step 4** Follow the prompts to switch between full and brief menus.



Tip

To switch back to using voice commands, keep pressing * until you hear the “Voice Command Conversation” prompt.





Managing Call Transfer Rules

- [About Call Transfer Rules, page 61](#)
- [Changing Settings for Call Transfer Rules, page 62](#)

About Call Transfer Rules

Call transfer rules control how Cisco Unity Connection handles incoming indirect calls, which are from callers who do not dial you directly (for example, callers who use the directory to reach you). For direct calls—when outside callers or other users dial your personal phone number to reach you—your Connection transfer settings do not apply.

You can choose to answer indirect calls, or you can have indirect calls routed immediately to voicemail.



Tip

To set up call transfers for direct calls to your extension, talk to your Connection administrator. Your desk phone or even the phone system that your organization uses may offer transfer features that you can use to manage direct calls.

This section describes the transfer rules available to you and how they work. Note that Connection follows the transfer rule that you enable for the applicable situation, while some transfer rules override other rules when they are enabled.

Standard Transfer Rule

This transfer rule is active during the business hours that your Connection administrator specified for your organization. If no other transfer rules are enabled, the standard transfer rule is active for nonbusiness hours as well.

By design, the standard transfer rule cannot be disabled.

Alternate Transfer Rule

Enable this transfer rule for a specific time period when you want to override the other transfer rules. For example, you may want to route all your calls immediately to voicemail while you are out of the office on vacation or you may want to transfer your calls to a different extension if you are temporarily working from another location.

When it is enabled, the alternate transfer rule is always active. It overrides all other transfer rules.

Closed Transfer Rule

Enable this transfer rule when you want Connection to perform different transfer actions during the nonbusiness hours that your Connection administrator specified for your organization. For example, you may want to route all your calls immediately to voicemail during nonbusiness hours.

When it is enabled, the closed transfer rule is active during nonbusiness hours.

Changing Settings for Call Transfer Rules

You can choose to have indirect calls ring your extension or another extension or phone number that you specify, or be transferred immediately to voicemail, so your phone does not ring at all. (When you send calls to voicemail, callers do not have to wait while your phone rings unanswered. Your greeting plays immediately.)

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Change Settings for a Call Transfer Rule by Using the Phone Keypad

- Step 1** Call and log on to Connection.
- Step 2** At the Main menu, choose the options **Setup Options > Transfer Settings**.
- Step 3** Choose the transfer rule whose settings you want to change.
- Step 4** After Connection announces your current transfer settings, follow the prompts to enable or disable the rule, to switch between transferring calls to a phone and to voicemail, or to change your transfer phone number.

(To transfer calls to an external phone number, contact your Connection administrator.)



Note Changing your transfer number does not change whether calls are transferred to a phone or sent to voicemail. Connection transfers calls to your transfer number only if you also specify that Connection transfer your calls to a phone.

To Change the Settings for a Call Transfer Rule by Using Voice Commands

- Step 1** Call and log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” say:
“Setup Options.” (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, choose the option **Transfer Settings**.
- Step 4** Choose the transfer rule whose settings you want to change.

- Step 5** After Connection announces your current transfer settings, follow the prompts to enable or disable the rule, to switch between transferring calls to a phone and to voicemail, or to change your transfer phone number.

(To transfer calls to an external phone number, contact your Connection administrator.)

**Note**

Changing your transfer number does not change whether calls are transferred to a phone or sent to voicemail. Connection transfers calls to your transfer number only if you also specify that Connection transfer your calls to a phone.

**Tip**

To switch back to using voice commands, keep pressing * until you hear the “Voice Command Conversation” prompt.



Managing Your Alternate Contact Numbers

- [About Alternate Contact Numbers, page 65](#)
- [Changing Your Alternate Contact Numbers, page 65](#)

About Alternate Contact Numbers

Alternate contact numbers allow you to offer callers the option to transfer to other numbers by pressing a key as they listen to your greeting. An alternate contact number can be the extension for an operator or for another user (such as a supervisor or coworker), or any other number where you or another person can be reached.

Your Cisco Unity Connection administrator determines which keys callers can press to transfer to alternate contact numbers; you may be able to specify up to 12 alternate contact numbers (one for each key on the phone keypad).

Changing Your Alternate Contact Numbers

To specify an alternate contact number outside your organization, begin with any access code needed to make an external call (for example, 9). For long-distance numbers, include the applicable dialing codes (for example, 1 and the area code).



Tip

When you specify an alternate contact number, you may want to update your greetings to include the information (for example: “I am away from my desk right now. Leave a message at the tone, or press 4 to transfer to another sales representative.”).

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Specify an Alternate Contact Number by Using the Phone Keypad

- Step 1** Call and log on to Connection.
- Step 2** At the Main menu, choose the options **Setup Options > Alternate Contact Numbers**.



Note

Connection plays the prompt to configure alternate contact numbers only when one or more keys are configured to transfer to an alternate contact number.

- Step 3** Follow the prompts to specify one or more alternate contact numbers. The prompts tell you which keys can be used to transfer to alternate contact numbers.

To Specify an Alternate Contact Number by Using Voice Commands

- Step 1** Call and log on to Connection.

- Step 2** When Connection asks, “What do you want to do,” say:
“Setup Options.” (Connection temporarily switches to the phone keypad.)

- Step 3** On the phone keypad, choose the option **Alternate Contact Numbers**.



Note

Connection plays the prompt to configure alternate contact numbers only when one or more keys are configured to transfer to an alternate contact number.

- Step 4** Follow the prompts to specify one or more alternate contact numbers. The prompts tell you which keys can be used to transfer to alternate contact numbers.



Tip

To switch back to using voice commands, keep pressing * until you hear the “Voice Command Conversation” prompt.



Managing Personal Call Transfer Rule Sets to Handle Incoming Calls

- [About Personal Call Transfer Rule Sets, page 67](#)
- [Enabling and Disabling the Use of Personal Call Transfer Rule Sets by Basic Transfer Rules, page 67](#)
- [Enabling and Disabling the Use of Personal Call Transfer Rule Sets, page 68](#)
- [Enabling and Disabling Individual Rule Sets, page 69](#)
- [Using the Transfer All Rule Set, page 71](#)
- [Forwarding All Calls to Cisco Unity Connection, page 73](#)

About Personal Call Transfer Rule Sets

You set up personal call transfer rule sets so that Cisco Unity Connection transfers particular calls to you according to caller identity, time of day, and your meeting schedule, or transfers your calls to voicemail or to another phone number. Personal call transfer rules are more advanced than the basic transfer rules—standard, alternate, and closed—which allow you to configure basic transfer settings.

You manage your personal call transfer rule sets in the Personal Call Transfer Rules web tool. Once rule sets have been defined, you can enable them in the web tool or by phone. (For more information on how you use and manage personal call transfer rule sets, refer to the *User Guide for the Cisco Unity Connection Personal Call Transfer Rules Web Tool*.)

Enabling and Disabling the Use of Personal Call Transfer Rule Sets by Basic Transfer Rules

Cisco Unity Connection uses personal call transfer rules to process your calls only when the active basic rule—standard, alternate or closed—is configured to apply personal call transfer rules instead of the basic settings.

To Enable or Disable the Use of Personal Call Transfer Rule Sets by a Basic Transfer Rule by Using the Phone Keypad

Step 1 Call and log on to Connection.

- Step 2** At the Main menu, choose the options **Setup Options > Transfer Settings**.
- Step 3** Choose the standard, alternate, or closed transfer rule.
- Step 4** After Connection announces your current transfer settings, follow the prompts to enable or disable personal call transfer rules.
- Step 5** Repeat [Step 3](#) and [Step 4](#) for each basic transfer rule, as applicable.

To Enable or Disable the Use of Personal Call Transfer Rule Sets by a Basic Transfer Rule by Using Voice Commands

- Step 1** Call and log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” say:
“**Setup Options.**” (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, choose the option **Transfer Settings**.
- Step 4** Choose the standard, alternate, or closed transfer rule.
- Step 5** After Connection announces your current transfer settings, follow the prompts to enable or disable personal call transfer rules.
- Step 6** Repeat [Step 4](#) and [Step 5](#) for each basic transfer rule, as applicable.



Tip To switch back to using voice commands, keep pressing * until you hear the “Voice Command Conversation” prompt.

Enabling and Disabling the Use of Personal Call Transfer Rule Sets

Enabling means that Connection uses your personal call transfer rule sets to process calls if your basic transfer rules—the standard, alternate or closed transfer rule—are configured to apply personal call transfer rules instead of the basic settings. Disabling means that Connection does not use personal call transfer rule sets to process calls even if your basic transfer rules are configured to apply personal call transfer rules. In that case, calls will be transferred to your extension.

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Enable or Disable the Use of Personal Call Transfer Rule Sets by Using the Phone Keypad

- Step 1** Call and log on to Connection.
- Step 2** At the Main menu, choose the options **Setup Options > Transfer Settings > Personal Call Transfer Rules**.

- Step 3** To enable, choose the option to turn call routing rules on after Connection tells you that they are off.
To disable, choose the option **Turn Call Routing Rules Off**.

To Enable or Disable the Use of Personal Call Transfer Rule Sets by Using Voice Commands

- Step 1** Call and log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” say:
“Setup Options.” (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, choose the options **Transfer Settings > Personal Call Transfer Rules**.
- Step 4** To enable, choose the option to turn call routing rules on after Connection tells you that they are off.
To disable, choose the option **Turn Call Routing Rules Off**.



Tip To switch back to using voice commands, keep pressing * until you hear the “Voice Command Conversation” prompt.

Enabling and Disabling Individual Rule Sets

You can enable only one rule set at a time by phone, and the rule set becomes active immediately. Cisco Unity Connection plays the enable prompt only when you have a rule set that is disabled.

Disabling a rule set means making it ineligible to be active. Connection plays the disable prompt only when you have a rule set that is enabled but not active.

When no rule sets are defined or active, calls are transferred to your extension.

Enabling Individual Sets

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Enable a Rule Set by Using the Phone Keypad

- Step 1** Call and log on to Connection.
- Step 2** At the Main menu, choose the options **Setup Options > Transfer Settings > Personal Call Transfer Rules**.



Note Connection plays the prompt to enable a rule set only when personal call transfer rule sets are enabled for use.

- Step 3** Choose the option **Enable a Transfer Rule Set**.

- Step 4** Follow the prompts to activate a rule set and to set the number of days you want the rule set to be active.

To Enable a Rule Set by Using Voice Commands

- Step 1** Call and log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” say:
“Setup Options.” (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, choose the options **Transfer Settings > Personal Call Transfer Rules**.



Note Connection plays the prompt to enable a rule set only when personal call transfer rule sets are enabled for use.

- Step 4** Choose the option **Enable a Transfer Rule Set**.
- Step 5** Follow the prompts to activate a rule set and to set the number of days you want the rule set to be active.



Tip To switch back to using voice commands, keep pressing * until you hear the “Voice Command Conversation” prompt.

Disabling Individual Sets

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Disable a Rule Set by Using the Phone Keypad

- Step 1** Call and log on to Connection.
- Step 2** At the Main menu, choose the options **Setup Options > Transfer Settings > Personal Call Transfer Rules > Disable a Transfer Rule Set**.



Note Connection plays the prompt to disable a rule set only when there is a rule set that is enabled but not active.

- Step 3** Follow the prompts to disable the rule set.

To Disable a Rule Set by Using Voice Commands

- Step 1** Call and log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” say:

“**Setup Options.**” (Connection temporarily switches to the phone keypad.)

- Step 3** On the phone keypad, choose the options **Transfer Settings > Personal Call Transfer Rules > Disable a Transfer Rule Set.**



Note Connection plays the prompt to disable a rule set only when there is a rule set that is enabled but not active.

- Step 4** Follow the prompts to disable the rule set.



Tip To switch back to using voice commands, keep pressing * until you hear the “Voice Command Conversation” prompt.

Using the Transfer All Rule Set

The Transfer All rule set contains a single rule that forwards all of your calls to a specific destination for a specified time. Transfer All is the only rule set that you must set by phone. Cisco Unity Connection activates the rule set and displays it on the Call Transfer Rule Sets page of the Personal Call Transfer Rules web tool.

When you enable Transfer All, it immediately becomes your active rule set for the duration specified. If a transferred call is not answered at the Transfer All destination, Connection transfers the call to voicemail.

Enabling Transfer All

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Enable the Transfer All Rule Set by Using the Phone Keypad

- Step 1** Call and log on to Connection.
- Step 2** At the Main menu, choose the options **Setup Options > Transfer Settings > Personal Call Transfer Rules.**
- Step 3** Follow the prompts to transfer all calls to voicemail or to a specific phone number, and to set the number of days you want the Transfer All rule set to be active.



Tip A day ends at 11:59 p.m., so a duration of one day means until the end of the current day (11:59 p.m.), two days is through the end of tomorrow, and so on. You can enter from 1-999 days for duration.

To Enable the Transfer All Rule Set by Using Voice Commands

-
- Step 1** Call and log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” say:
“Setup Options.” (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, choose the options **Transfer Settings > Personal Call Transfer Rules**.
- Step 4** Follow the prompts to transfer all calls to voicemail or to a specific phone number, and to set the number of days you want the Transfer All rule set to be active.



Tip

A day ends at 11:59 p.m., so a duration of one day means until the end of the current day (11:59 p.m.), two days is through the end of tomorrow, and so on. You can enter from 1-999 days for duration.



Tip

To switch back to using voice commands, keep pressing * until you hear the “Voice Command Conversation” prompt.

Disabling Transfer All

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Disable the Transfer All Rule Set by Using the Phone Keypad

-
- Step 1** Call and log on to Connection.
- Step 2** At the Main menu, choose the options **Setup Options > Transfer Settings > Personal Call Transfer Rules > Cancel Transferring All Calls to This Destination**.
-

To Disable the Transfer All Rule Set by Using Voice Commands

-
- Step 1** Call and log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” say:
“Setup Options.” (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, choose the options **Transfer Settings > Personal Call Transfer Rules > Cancel Transferring All Calls to This Destination**.

**Tip**

To switch back to using voice commands, keep pressing * until you hear the “Voice Command Conversation” prompt.

Forwarding All Calls to Cisco Unity Connection

You can forward all your incoming calls to Cisco Unity Connection so that your personal call transfer rule sets are applied to calls immediately. With this option, the phone system does not ring your extension first before applying personal call transfer rule sets to locate you when there is no answer.

Enabling the Forwarding of All Calls

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Forward All Calls to Cisco Unity Connection by Using the Phone Keypad

- Step 1** Call and log on to Connection.
- Step 2** At the Main menu, choose the options **Setup Options > Transfer Settings > Personal Call Transfer Rules**.
- Step 3** Follow the prompts to forward all calls to Connection, and to set the number of days you want the forwarding to be active.

**Tip**

A day ends at 11:59 p.m., so a duration of one day means until the end of the current day (11:59 p.m.), two days is through the end of tomorrow, and so on. You can enter from 1-999 days for duration.

To Forward All Calls to Cisco Unity Connection by Using Voice Commands

- Step 1** Call and log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” say:
“**Setup Options.**” (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, choose the options **Transfer Settings > Personal Call Transfer Rules**.
- Step 4** Follow the prompts to forward all calls to Connection, and to set the number of days you want the forwarding to be active.

**Tip**

A day ends at 11:59 p.m., so a duration of one day means until the end of the current day (11:59 p.m.), two days is through the end of tomorrow, and so on. You can enter from 1-999 days for duration.

**Tip**

To switch back to using voice commands, keep pressing * until you hear the “Voice Command Conversation” prompt.

Canceling the Forwarding of All Calls

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Cancel Forwarding All Calls to Cisco Unity Connection by Using the Phone Keypad

- Step 1** Call and log on to Connection.
- Step 2** At the Main menu, choose the options **Setup Options > Transfer Settings > Personal Call Transfer Rules > Cancel Forwarding All Calls to Cisco Unity Connection**.

To Cancel Forwarding All Calls to Cisco Unity Connection by Using Voice Commands

- Step 1** Call and log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” say:
“**Setup Options.**” (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, choose the options **Transfer Settings > Personal Call Transfer Rules > Cancel Forwarding All Calls to Cisco Unity Connection**.

**Tip**

To switch back to using voice commands, keep pressing * until you hear the “Voice Command Conversation” prompt.



Changing Playback Settings

- [About Playback Settings, page 75](#)
- [Changing Playback Volume for Messages, page 75](#)
- [Changing Playback Speed for Messages, page 76](#)
- [Changing Playback Volume for the Connection Conversation, page 77](#)
- [Changing Playback Speed for the Connection Conversation, page 78](#)

About Playback Settings

Revised May 2009

Playback settings allow you to change the playback volume and the playback speed of:

- An individual message as you are listening to it.
- The conversation for your current phone session at any point while Connection is playing a prompt.

In Connection version 7.1, each time you change the playback volume or speed, the new setting is saved as your default setting.

In Connection version 7.0, changes for individual message playback do not affect playback for other messages you hear during the same phone session. Changes for conversation playback last until you hang up the phone; the next time you call Connection, playback settings are reset to the defaults.



Note

To adjust the conversation speed or volume, you use voice commands; you cannot use the phone keypad.

Changing Playback Volume for Messages

Revised September 2010

As you listen to a message by phone, you can adjust the volume for that message. In Connection 7.1, the last change is saved as your default message volume setting. In Connection 7.0, changes do not affect the playback volume of other messages you hear during the same phone session.

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Change Playback Volume for a Message by Using the Phone Keypad

The key that you press to adjust playback volume will depend on your conversation. Ask your system administrator which key is assigned to change playback volume. While listening to a message, toggle among these volume settings:

Press key once	Increases the volume
Press key again	Decreases the volume
Press key again	Returns the volume to normal

To Change Playback Volume for a Message by Using Voice Commands

While listening to a message, use the following voice commands:

Action	Command
Change volume	“Louder” or “Softer”
Reset playback volume to the default setting (not available on some systems)	“Reset volume”

Changing Playback Speed for Messages

Revised September 2010

As you listen to a message by phone, you can adjust the playback speed for that message. In Connection 7.1, the last change is saved as your default message speed setting. In Connection 7.0, changes do not affect the playback speed of other messages you hear during the same phone session.

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Change Playback Speed for a Message by Using the Phone Keypad

The key that you press to adjust playback speed will depend on your conversation. Ask your system administrator which keys are assigned to increase and decrease playback speed. While listening to a message, use the following speed settings:

Press decrease key	Slow message playback.
Press increase key once	Fast message playback.
Press increase key again	Faster message playback.

To Change Playback Speed for a Message by Using Voice Commands

While listening to a message, use the following voice commands:

Action	Command
Slow playback	“Slower”
Fast playback	“Faster”
Reset playback speed	“Reset speed”



Tip There are four playback speeds available: the speed at which the message was recorded, one slower speed, and two faster speeds.

Changing Playback Volume for the Connection Conversation

Revised May 2009

You can use voice commands to change the volume of the Connection conversation at any point while Connection is playing prompts. (You cannot use the phone keypad to adjust the conversation volume.)

In Connection 7.1, the last change is saved as your default conversation volume. In Connection 7.0, changes last until you hang up the phone; the next time you call Connection, the volume is reset to the default setting.

To Change Conversation Playback Volume by Using Voice Commands

While listening to a prompt, use the following voice commands:

Action	Command
Change volume	“Louder” or “Softer”
Reset playback volume to the default setting (not available on some systems)	“Reset volume”

Changing Playback Speed for the Connection Conversation

Revised May 2009

You can use voice commands to change the speed of the Connection conversation at any point while Connection is playing prompts. (You cannot use the phone keypad to adjust the conversation speed.)

In Connection 7.1, the last change is saved as your default conversation speed. In Connection 7.0, changes last until you hang up the phone; the next time you call Connection, the speed is reset to the default setting.

To Change Conversation Playback Speed by Using Voice Commands

While listening to a prompt, use the following voice commands:

Action	Command
Change speed	“Slower” or “Faster”
Reset playback speed to the default setting	“Reset speed”



Broadcast Messages

Occasionally, you may receive a voice message known as a broadcast message from your Cisco Unity Connection administrator, network administrator, or management personnel in your organization. Broadcast messages are recorded announcements sent to everyone in your organization. For example, your Connection administrator may send a message asking all users to change their phone passwords, or a Human Resources manager may send a message reminding employees about a deadline for a new benefits package.

Connection plays any broadcast messages immediately after you log on by phone. You must listen to each broadcast message in its entirety before Connection will allow you to check your new and saved messages or to change your setup options. Once a broadcast message has been played, it is permanently deleted for you. You cannot respond to or save broadcast messages.

Broadcast messages do not trigger the message waiting indicator on your phone (for example, a light or a distinctive dial tone when you pick up the receiver).

If you are using the voice-recognition option, you cannot use a voice command to delete a broadcast message. Instead, you are prompted to press # when the message is finished playing. Once the message is deleted, you can continue using voice commands to play and manage other messages.



Managing the Size of Your Mailbox

- [About Mailbox Size, page 81](#)
- [Reasons Your Mailbox May Fill Up Quickly, page 81](#)

About Mailbox Size

A full mailbox can affect the speed at which Cisco Unity Connection processes your messages. When you log on by phone, Connection notifies you when your mailbox is:

- Almost full.
- Full and you can no longer send new messages.
- Full and you can no longer send or receive new messages.

Your Connection administrator sets the storage limits for your mailbox. Exceeding those limits can prevent you from sending and receiving messages.



Note

Broadcast messages are not included in your total mailbox size.

Reasons Your Mailbox May Fill Up Quickly

This section describes reasons why you might believe that your Cisco Unity Connection mailbox fills up more quickly than you expect. (Note that your Connection administrator specifies the size of your mailbox.)

Message-Retention Policy May Not Be Enforced

By default, Connection does not automatically delete messages once they reach a certain age. This means that unless your Connection administrator set up the system to enforce a message-retention policy, you are responsible for managing the size of your mailbox by periodically reviewing your saved messages and either moving, archiving, or deleting them permanently.

If Connection is set up to enforce a message-retention policy, ask your Connection administrator how long the system stores your messages before permanently deleting them. You can then plan to archive or move important messages ahead of time. Connection does not indicate when a message-retention policy is enforced, nor does it warn you before messages are permanently deleted as a result of such a policy.

Nondelivery Receipts Are Included in Total Mailbox Size

When you receive nondelivery receipts (NDRs) for messages that you send, your mailbox can quickly increase in size—especially when original messages included large attachments.

Total Message Size Includes Original When Messages Are Forwarded

You may receive messages that have been forwarded many times over, which increases message size. The original message plus all recorded introductions that were added during forwarding equal the total message size. As a result, your mailbox can exceed its limit, even though you may have relatively few messages stored in it.

Total Message Size Includes Attachments

You may receive messages that contain attached files such as spreadsheets, documents, and faxes, and pictures. The message plus all attached files equal the total message size. As a result, your mailbox can exceed its limit, even though you may have relatively few messages stored in it.



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](#)
- [Phone Menus for Alternate Keypad Mapping X, page 95](#)
- [Phone Menus for Alternate Keypad Mapping S, page 97](#)
- [Voice Commands, page 99](#)

Phone Menus for the Standard Conversation

This section lists keys for the following menus:

- [Main Menu and Shortcuts \(Standard Conversation\), page 84](#)
- [Send a Message Menu and Shortcuts \(Standard Conversation\), page 84](#)
- [During Message Menu and Shortcuts \(Standard Conversation\), page 85](#)
- [After Message Menu and Shortcuts \(Standard Conversation\), page 86](#)
- [Recording Menu \(Standard Conversation\), page 86](#)

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)

Revised May 2009

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)

Revised May 2009

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)

Revised May 2009

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)

Revised May 2009

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)

Revised May 2009

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)

Revised May 2009

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)

Revised May 2009

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)

Revised May 2009

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)

Revised May 2009

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)

Revised May 2009

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)

Revised May 2009

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)

Revised September 2010

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)

Revised May 2009

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)

Revised May 2009

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)

Revised May 2009

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.



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