

Technical Support

For Connection support, contact:

TIP: If you forget your phone password, log on to the Cisco PCA and browse to the Personal Preferences page in the Cisco Unity Assistant to change it.

The Cisco PCA URL is:



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Cisco Unity Connection Voice Commands

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

Accessing Connection

1. Call Cisco Unity Connection.

From your desk phone, dial:

From another phone within your organization, dial:

From outside your organization, dial:

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

Playing Messages

While listening to the Main menu, say:

“Play messages” (for all messages)

Or a combination of these options

“Play

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

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

“Play

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

*Not available on some systems

Message Playback

During or after message playback, say:

“Repeat message”
“Next message”
“Previous message”
“Save”
“Delete”
“Reply” or “Reply to all”
“Forward”
“Mark new”
“Message properties”
“Repeat message”
“Call sender”*
“Resend” (to resend the original message after you receive an NDR)

*Not available on some systems

Sending a Message

While listening to the Main Menu, say:

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

After addressing and recording the message, say:

“Send”
“Edit message”
“Review message properties” (to hear only message properties)
“Review message” (to hear the recorded message and message properties)
“Edit recipients”
“Set <urgent or private or urgent and private>”
“Cancel <urgent or private or urgent and private>”
“Set receipt”
“Cancel receipt”
“Future delivery”
“Cancel future delivery”

Placing Calls

While listening to the Main Menu, say:

“Call <name of Connection user>”
“Call <extension>”
(Say each digit individually. For example, say “One, zero, zero” not “One hundred.”)
“Call <name of contact> at <home or work or mobile>”

Universal Commands

Say these commands anytime:

“Cancel”
“Main menu” (to return to Main menu)
“Repeat” (to repeat message or menu prompts)
“End call” or “Goodbye”
“Help” (for help with voice commands)

Other Commands

While listening to the Main menu, say:

“Play <greeting name> greeting”
“Record <greeting name> greeting”
“Turn on <greeting name> greeting” (to enable the greeting indefinitely)
“Turn on <greeting name> greeting until <date>”
“Turn off <greeting name> greeting”
“Empty Deleted Items folder”*
“Touchtone conversation” (to switch to phone keypad input for the remainder of the call)
“Setup options” (to switch to phone keypad input to change your setup options; to switch back, keep pressing * until you hear “Voice command conversation”)
“Tutorial” (to access a set of tutorials on working with voice commands)

*Not available on some systems