



Cisco Unity Phone Menus and Shortcuts

This chapter lists the most frequently used Cisco Unity menus and shortcut key sequences for managing your messages and personal options by phone for each conversation style. Ask your Cisco Unity administrator which conversation style you are set up to use.

- [Phone Menus for the Standard Conversation, page 21-1](#)
- [Phone Menus for Optional Conversation 1, page 21-4](#)
- [Phone Menus for Alternate Keypad Mapping N, page 21-6](#)
- [Phone Menus for Alternate Keypad Mapping X, page 21-8](#)
- [Phone Menus for Alternate Keypad Mapping S, page 21-9](#)

Phone Menus for the Standard Conversation

This section lists the key sequences for the following menus.

- [Main Menu and Shortcuts \(Standard Conversation\), page 21-1](#)
- [Send a Message Menu and Shortcuts \(Standard Conversation Style\), page 21-2](#)
- [During Message Menu and Shortcuts \(Standard Conversation Style\), page 21-2](#)
- [After Message Menu and Shortcuts \(Standard Conversation Style\), page 21-3](#)

The information is also available as a wallet card, *Cisco Unity Phone Menus and Shortcuts*, at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/wlt/wlt405/sw405dom.pdf.

Main Menu and Shortcuts (Standard Conversation)

While listening to the Main menu, press:

Key(s)	Task
1	Hear new messages
2	Send a message
3	Review saved messages
4	Change setup options
41	Change greetings

Key(s)	Task
412	Turn on/off alternate greeting
421	Change message notification
422	Change fax delivery*
423	Choose full or brief menus
431	Change phone password
432	Change recorded name
44	Change call transfer

*Not available on some systems.

Send a Message Menu and Shortcuts (Standard Conversation Style)

After addressing and recording a message, press:

Key(s)	Task
#	Send message
11	Change addressing
12	Change recording
13	Set delivery options
131#	Mark urgent and send
132#	Request return receipt and send
133#	Mark message private and send
13313#	Mark urgent and private and send
134	Set future delivery
14	Review recorded message

During Message Menu and Shortcuts (Standard Conversation Style)

While listening to a message, press:

Key(s)	Task
1	Restart message
12	Play message by number (saved messages only)
14	Play previous saved message
16	Play next saved message
2	Save
3	Delete
4	Slow playback

Key(s)	Task
5	Change volume*
6	Fast playback
7	Rewind message
8	Pause/Resume
9	Fast-forward
#	Fast-forward to end
#4	Reply
#42	Reply to all
#5	Forward message
#6	Save as new
#8	Deliver e-mail/fax to fax machine*
#9	Play message properties
##	Skip message, save as is
*	Cancel or back up
0	Help

*Not available on some systems.

After Message Menu and Shortcuts (Standard Conversation Style)

After listening to a message, press:

Key(s)	Task
1	Replay message
12	Play message by number (saved messages only)
14	Play previous saved message
16	Play next saved message
2	Save as saved
3	Delete
4	Reply
42	Reply to all
44	Call the subscriber*
5	Forward message
6	Save as new
7	Rewind
8	Deliver e-mail/fax to fax machine*
9	Play message properties
#	Save as is

Key(s)	Task
*	Cancel or back up
0	Help

*Not available on some systems.

Phone Menus for Optional Conversation 1

This section lists the key sequences for the following menus.

- [Main Menu and Shortcuts \(Optional Conversation 1 Style\)](#), page 21-4
- [Send a Message Menu and Shortcuts \(Optional Conversation 1 Style\)](#), page 21-5
- [During Message Menu and Shortcuts \(Optional Conversation 1 Style\)](#), page 21-5
- [After Message Menu and Shortcuts \(Optional Conversation 1 Style\)](#), page 21-6

The information is also available as a wallet card, *Cisco Unity Phone Menus and Shortcuts*, at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity40/wlt/wlt405/ow405dom.pdf.

Main Menu and Shortcuts (Optional Conversation 1 Style)

While listening to the Main menu, press:

Key(s)	Task
1	Hear new messages
2	Send a message
3	Review saved messages
4	Change setup options
41	Change greetings
412	Turn on/off alternate greeting
421	Change message notification
422	Change fax delivery*
423	Choose full or brief menus
431	Change phone password
432	Change recorded name
44	Change call transfer

*Not available on some systems.

Send a Message Menu and Shortcuts (Optional Conversation 1 Style)

After addressing and recording a message, press:

Key(s)	Task
#	Send message
11	Change addressing
12	Change recording
13	Set delivery options
131#	Mark urgent and send
132#	Request return receipt and send
133#	Mark message private and send
13313#	Mark urgent and private and send
134	Set future delivery
14	Review recorded message

During Message Menu and Shortcuts (Optional Conversation 1 Style)

While listening to a message, press:

Key(s)	Task
1	Rewind
12	Play a saved message by number
14	Play previous saved message
16	Play next saved message
2	Pause/Resume
3	Fast-forward
33	Fast-forward to end
332	Deliver e-mail/fax to fax machine *
336	Forward message
337	Delete message
338	Reply
3382	Reply to all
339	Save as saved
4	Slow playback
44	Slower playback
5	Play message properties
6	Fast playback
66	Faster playback

Key(s)	Task
7	Decrease volume*
8	Reset volume*
9	Increase volume*
#	Skip message, save as is
##	Skip message, save as new
*	Cancel or back up
0	Help

*Not available on some systems.

After Message Menu and Shortcuts (Optional Conversation 1 Style)

After listening to a message, press:

Key(s)	Task
1	Skip back
12	Play a saved message by number
14	Play previous saved message
16	Play next saved message
2	Deliver e-mail/fax to fax machine*
4	Replay message
5	Play message properties
6	Forward message
7	Delete
8	Reply
82	Reply to all
88	Call the subscriber*
9	Save as saved
#	Save as is
##	Save as new
*	Cancel or back up
0	Help

*Not available on some systems.

Phone Menus for Alternate Keypad Mapping N

This section lists the key sequences for the following menus.

- [Main Menu and Shortcuts \(Alternate Keypad Mapping N\), page 21-7](#)

- [During Message Menu and Shortcuts \(Alternate Keypad Mapping N\), page 21-7](#)
- [After Message Menu and Shortcuts \(Alternate Keypad Mapping N\), page 21-7](#)

Main Menu and Shortcuts (Alternate Keypad Mapping N)

While listening to the Main menu, press:

Key(s)	Task
1	Hear new messages
2	Send a message
3	Review saved messages
4	Change setup options
*	Exit
#	Repeat menu
0	Main menu Help

*Not available on some systems.

During Message Menu and Shortcuts (Alternate Keypad Mapping N)

While listening to a message, press:

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

*Not available on some systems.

After Message Menu and Shortcuts (Alternate Keypad Mapping N)

After listening to a message, press:

Key(s)	Task
4	Rewind
6	Save as is
9	Call the subscriber*

Key(s)	Task
70	Play message properties
71	Reply
72	Replay message
73	Forward message
74	Reply to all
76	Delete
77	Save as saved
78	Save as new
*	Cancel or back up
0	Operator

*Not available on some systems.

Phone Menus for Alternate Keypad Mapping X

This section lists the key sequences for the following menus.

- [Main Menu and Shortcuts \(Alternate Keypad Mapping X\), page 21-8](#)
- [During Message Menu and Shortcuts \(Alternate Keypad Mapping X\), page 21-9](#)
- [After Message Menu and Shortcuts \(Alternate Keypad Mapping X\), page 21-9](#)

Main Menu and Shortcuts (Alternate Keypad Mapping X)

While listening to the Main menu, press:

Key(s)	Task
1	Send a message
2	Hear new messages
3	Review saved messages
5	Change setup options
*	Exit
#	Repeat menu
0	Main menu Help

*Not available on some systems.

During Message Menu and Shortcuts (Alternate Keypad Mapping X)

While listening to a message, press:

Key(s)	Task
2	Skip to message body
3	Pause/Resume
4	Increase volume*
5	Rewind message
6	Fast-forward
7	Decrease volume*
8	Slow playback
9	Fast playback
#	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:

Key(s)	Task
1	Save as saved
12	Play message by number (saved messages only)
14	Play previous saved message
16	Play next saved message
2	Forward message
23	Replay message
3	Delete
4	Save as new
5	Rewind
6	Save as is
7	Reply
#	Cancel or back up

*Not available on some systems.

Phone Menus for Alternate Keypad Mapping S

This section lists the key sequences for the following menus.

- [Main Menu and Shortcuts \(Alternate Keypad Mapping S\)](#), page 21-10

- [During Message Menu and Shortcuts \(Alternate Keypad Mapping S\), page 21-10](#)
- [After Message Menu and Shortcuts \(Alternate Keypad Mapping S\), page 21-11](#)

Main Menu and Shortcuts (Alternate Keypad Mapping S)

While listening to the Main menu, press:

Key(s)	Task
3	Review saved messages
4	Change setup options
5	Hear new messages
6	Send a message
9	Exit
#	Repeat menu
0	Main menu Help

*Not available on some systems.

During Message Menu and Shortcuts (Alternate Keypad Mapping S)

While listening to a message, press:

Key(s)	Task
13	Forward message
14	Call the subscriber*
15	Play previous saved message
17	Reply
2	Rewind message
22	Skip message body
3	Delete
4	Fast-forward
5	Skip message, save as is
7	Save as saved
8	Skip to message footer
#	Fast-forward to end of message
*	Pause/Resume

*Not available on some systems.

After Message Menu and Shortcuts (Alternate Keypad Mapping S)

After listening to a message, press:

Key(s)	Task
13	Forward message
15	Play previous saved message
17	Reply
2	Rewind message
22	Replay message
3	Delete
42	Reply to all
44	Call the subscriber*
5	Save as is
6	Save as new
7	Save as saved
8	Deliver e-mail/fax to fax machine*
9	Play message properties
*	Cancel or back up

*Not available on some systems.

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