Technical Support

For Cisco Unity support, contact RU Telephone Services <540-831-6600>

For Custom Key Map 1, VM-Exchange, Streamlined Send Menu

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Cisco Unity Phone Menus and Shortcuts

Radford University Voice Mail

This card lists the most frequently used Cisco Unity menus and shortcut keys for managing messages and personal options by phone.
(See back of card for technical support information.)

Accessing Cisco Unity

1. Call Cisco Unity.

   From your desk phone:
   - Dial <7750>
   Or
   - Press the Messages button on your phone.

   From outside the office:
   - Dial <540-831-7750>

2. If you are calling from another phone within the office or from outside the office, press * when Cisco Unity answers.

3. If prompted, enter your Cisco Unity ID (your desk phone extension), and press #.

4. Enter your password, and press #.

Main Menu and Shortcuts

Key(s)	Action
0	Main menu help
1	Hear new messages
2	Send a message
3	Review old messages
4	Change setup options
41	Change greetings
412	Turn on/off alternate greeting
421	Change message notification
423	Choose full or brief menus
431	Change phone password
432	Change recorded name
#	Repeat menu

During Message Menu
While listening to a message, press:

Key(s)   Action

1	Jump to message header
2	Save
3	Delete
4	Slow playback
5	Change volume*
6	Fast playback
7	Rewind
8	Pause/Resume
9	Fast-forward
#	Jump to end of message

*Not available on some systems.

After Message Menu
After listening to a message, press:

Key(s)   Action

1	Replay message
2	Save
3	Delete
4	Reply
42	Reply to all
5	Forward message
6	Save as new
7	Rewind
9	Play message properties

Entering Recipients
To change entry mode, press:

Key(s)   Action

##	Switch between addressing a message by name and addressing by extension

Selecting Recipients
To select recipients from a list, press:

Key(s)   Action

0	Help
1	Repeat name
7	Previous name
77	First name in list
9	Next name
99	Last name in list
#	Select name
*	Exit list

Send Message Menu
After addressing and recording, press:

Key(s)   Action

1	Mark urgent
2	Request return receipt
3	Mark private*
5	Review recording
6	Rerecord
7	Add to recording
91	Add a recipient
92	Play all recipients (and delete recipients)
*	Cancel message
#	Send message

*Some systems may offer private and secure delivery.