

## Technical Support

For Cisco Unity Connection support, contact Jennifer Benck at 6545, or send an email to [jbenck@bryant.edu](mailto:jbenck@bryant.edu)

**TIP:** If you forget your phone password, log on to the Cisco PCA and browse to the Change Phone Password page in the Cisco Unity Assistant to change it. The Cisco PCA URL is accessible from the following website:

<http://voice.bryant.edu/>

Login using your Bryant e-mail username and password.



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## Connection Phone Menus and Shortcuts

*Bryant University Voicemail*

This card lists the most frequently used Cisco Unity Connection menus and shortcut keys for managing messages and user settings by phone.

## Accessing Connection

1. Call Cisco Unity Connection.

From your NEC desk phone:

- Dial 8999

Or

From your Cisco VOIP desk phone:

- Press the Messages button on your phone.

From outside of Bryant University:

- Dial 401-319-8999

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

## Main Menu and Shortcuts

**Key(s)**   **Action**

Key(s)	Action
<b>0</b>	Help
<b>3</b>	Review old messages
<b>6</b>	Send a message
<b>7</b>	Play new messages
<b>8</b>	Change setup options
<b>81</b>	Change greetings
<b>812</b>	Turn on/off alternate greeting
<b>823</b>	Choose full or brief menus
<b>9</b>	Cancel or back up
<b>#</b>	Repeat menu options

## During Message Menu

While listening to a message, press:

**Key(s)** **Action**

<b>0</b>	Help
<b>1</b>	Repeat message
<b>2</b>	Reply
<b>3</b>	Delete
<b>4</b>	Forward message
<b>5</b>	Save
<b>8</b>	Reset speed to default
<b>9</b>	Cancel or back up
<b>#</b>	Slow playback
<b>##</b>	Fast playback
<b>*</b>	Rewind

## After Message Menu

After listening to a message, press:

**Key(s)** **Action**

<b>0</b>	Help
<b>1</b>	Repeat message
<b>2</b>	Reply
<b>3</b>	Delete
<b>4</b>	Forward message
<b>5</b>	Save
<b>6</b>	Call the sender
<b>9</b>	Cancel or back up

## Entering Recipients

To change entry mode, press:

**Key(s)** **Action**

<b>##</b>	Switch between addressing a message by name and addressing by extension
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## Selecting Recipients

To select recipients from a list, press:

**Key(s)** **Action**

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

## Send Message Menu

After addressing and recording, press:

**Key(s)** **Action**

<b>1</b>	Mark urgent
<b>2</b>	Request return receipt
<b>3</b>	Mark private
<b>4</b>	Request future delivery
<b>5</b>	Review recording
<b>6</b>	Rerecord
<b>7</b>	Add to recording
<b>91</b>	Add a recipient
<b>92</b>	Play all recipients (and delete recipients)
<b>*</b>	Cancel message
<b>#</b>	Send message