

Cisco Unity Connection Phone Interface User Guide for Version 11.5.x

Self-Enrollment into Unity Connection

1. Dial (530)752-2500 from any phone.
2. If you are not calling from your office desk phone, press * (star key) when Connection answers.
3. 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 enrolled completely, the first-time enrollment conversation will play again the next time you sign in to Connection.

Calling into Unity Connection

1. Dial (530)752-2500 to call Connection.
2. If you are not calling from your office desk phone, press * (star key) when Connection answers.
3. If prompted, enter your ID and press # (pound key).
4. Enter your Connection PIN and press #. If you use the voice-recognition option, Connection may prompt you to say your PIN, or to enter it on the phone keypad. To say your PIN, speak each digit individually. If Connection cannot recognize your PIN on the first attempt, you must enter it on the keypad. (For security reasons, you may want to enter your PIN on the keypad rather than say it; this option is always available to you.)

Checking a Voice Message

1. Call and sign in to Connection.
2. At the Main menu, select Play New Messages or Review Old Messages to listen to messages stored in your Unity Connection mailbox.
3. Follow the prompts to listen to and manage your messages.

Sending a Voice Message

1. Call and sign in to Connection.
2. At the Main menu, select the option Send a Message
3. Follow the prompts to record, address, and send the voice message. To pause or resume recording, press 8. To end recording, press #

Quick Tips:

- When entering an address for the message, press ## to switch between letters and numbers on the keypad.
- To address the message to a private list, enter the list number. If the list has a display name in the Messaging Assistant web tool, you can spell the name
- 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; press 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

Permanently Deleting a Voice Message

1. Call and sign in to Connection.
2. At the Main menu, select the option Review Old Messages, then Deleted Messages.
3. Follow the prompts to review your deleted messages and delete them individually, or to delete all messages at once.

Recording a Personal Greeting

1. Call and sign in to Connection.
2. On a single-language system, at the Main menu, select the option Setup Options, then Greetings.
3. After Connection plays your current greeting, follow the prompts to re-record it. To pause or resume recording, press 8. To end recording, press #.

Changing a Greeting

1. Call and sign in to Connection.
2. On a single-language system, at the Main menu, select the option Setup Options, then Greetings.
3. Connection plays your current greeting. You can press # to skip hearing it.
4. Follow the prompts to select the greeting that you want to change, then to make changes. To pause or resume recording, press 8. To end recording, press #.

Changing Your PIN

1. Call and sign in to Connection.
2. At the Main menu, select the option Setup Options, then Preferences, and Password.
3. Follow the prompts to enter and confirm a new password. Use digits 0 through 9.

Changing Your Recorded Name

1. Call and sign in to Connection.
2. At the Main menu, select the option Setup Options, then Preferences, and Recorded Name.
3. Follow the prompts to record your name or a short message. To pause or resume recording, press 8. To end recording, press #.

Changing Your Directory Listing Status

1. Call and sign in to Connection.
2. At the Main menu, select the option Setup Options, then Preferences, and Directory Listing. Connection tells you if you are listed in the directory.
3. Follow the prompts to change your listing status.