

Technical Support

For Cisco Unity Connection support, contact 2020, or send an email to support@ucc.edu.



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For Classic Conversation, Cisco Unity Connection
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Connection
Phone Menus
and Shortcuts
*Union County College
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 desk phone:
- Dial 5555
Or
- Press the Messages button on your phone.
- 2. You will hear Default Voicemail Announcement and ask to set up your personal greeting, Voicemail PIN etc.
- 3. Default PIN is 1234 and will need to be changed to Minimum 4 digit Personal PIN. This PIN is set to never expire.
- 4. To listen to your messages you can either hit the Messages button on your phone or dial 5555.
- 5. If you are calling from another phone within your organization or from outside the organization, press * when Cisco Unity Connection answers.
- 6. If prompted, enter your Connection ID (your 10 digit desk phone extension), and press #.
- 7. Enter your password. and press #.

Main Menu and Shortcuts

Key(s)	Action
1	Play 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
44	Change transfer settings
5	Find messages
51	Find messages from a user
52	Find messages from all outside callers
53	Find messages from a specific outside caller