

Technical Support

For Connection support, contact:

TIP: If you forget your PIN, sign in to the Cisco PCA and browse to the Personal Preferences page in the Messaging Assistant to change it.

The Cisco PCA URL is:



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Cisco Unity Connection Voice Commands

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This card lists frequently used voice commands for managing Cisco Unity Connection messages and user preferences by phone.

Accessing Connection

1. Call Cisco Unity Connection.

From your desk phone, dial:

From another phone within your organization, dial:

From outside your organization, dial:

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

Playing Messages

While listening to the Main menu, say:

“Play messages” (for all messages)

Or a combination of these options

“Play

- <new or saved or deleted>
- <urgent or private or urgent and private>
- <voice messages or emails* or faxes* or external messages* or receipts or meetings*>”

Or a combination of these options, for messages from Connection users

“Play

- <new or saved or deleted>
- <urgent or private or urgent and private>
- messages from <name of Connection user>”

*Not available on some systems

Message Playback

During or after message playback, say:

- “Repeat message”
- “Next message”
- “Previous message”
- “Save”
- “Delete”
- “Reply” or “Reply to all”
- “Forward”
- “Mark new”
- “Message properties”
- “List recipients” (Connection 8.5 and later)
- “Call sender”*
- “Resend” (to resend the original message after you receive a nondelivery receipt)

*Not available on some systems

Sending a Message

While listening to the Main Menu, say:

- “Send a message”
- “Send <urgent or private or urgent and private> message to <name of Connection user>”

After addressing and recording the message, say:

- “Send”
- “Edit message”
- “Review message properties” (to hear only message properties)
- “Review message” (to hear the recorded message and message properties)
- “Edit recipients”
- “Set <urgent or private or urgent and private>”
- “Cancel <urgent or private or urgent and private>”
- “Set receipt”
- “Cancel receipt”
- “Future delivery”
- “Cancel future delivery”

Placing Calls

While listening to the Main Menu, say:

- “Call <name of Connection user>”
- “Call <extension>”
(Say each digit individually. For example, say “One, zero, zero” not “One hundred.”)
- “Call <name of contact> at <home or work or mobile>”

Universal Commands

Say these commands anytime:

- “Cancel”
- “Main menu” (to return to Main menu)
- “Repeat” (to repeat message or menu prompts)
- “Pause” or “Resume”
- “End call” or “Goodbye”
- “Help” (for help with voice commands)

Other Commands

While listening to the Main menu, say:

- “Play <greeting name> greeting”
- “Record <greeting name> greeting”
- “Turn on <greeting name> greeting” (to enable the greeting indefinitely)
- “Turn on <greeting name> greeting until <date>”
- “Turn off <greeting name> greeting”
- “Change my PIN”
- “List my number in the directory”
- “Do not list my number in the directory”
- “Play my recorded name”
- “Change my recorded name”
- “Empty Deleted Items folder”*
- “Touchtone conversation” (switches to phone keypad input for remainder of call)
- “Setup options” (switches to phone keypad input; to switch back, keep pressing * until you hear “Voice command conversation”)
- “Tutorial” (to access a set of tutorials on working with voice commands)

*Not available on some systems