



Accessing Cisco Unity Connection SRSV by Phone

This document provides information about the platforms supported for Cisco Unity Connection SRSV, including those shipped by Cisco and those provided by customers.

The Unity Connection installation application prevents installation on servers that do not meet the exact specifications or models listed in this document.

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About the Unity Connection SRSV Conversation

When you access Cisco Unity Connection SRSV by phone, you hear the Unity Connection SRSV conversation. Its recorded instructions and prompts guide you to receive messages. You can use any phone to access Unity Connection SRSV.

You can use Unity Connection SRSV by phone using:

Phone Keypad	Press the keys on the phone keypad
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Using the Phone Keypad with the Unity Connection SRSV Conversation

There are several versions of the Unity Connection SRSV conversation, each providing different keypad mappings for the Unity Connection SRSV menu options. (For example, you might press 3 to delete a message in one version but press 7 to delete a message in another version.)

Your Unity Connection SRSV administrator determines the conversation version that you hear. Typically, an administrator selects a conversation that has a keypad mapping that is familiar to you. Ask your Unity Connection SRSV administrator which conversation you are set up to use.

Voicemail Basics

Calling Cisco Unity Connection SRSV

You can call Cisco Unity Connection SRSV from your desk phone, from another phone within your organization.

To Call Unity Connection SRSV from Desk Phone

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- Step 1** Dial the applicable number to call Unity Connection SRSV.
 - Step 2** If you are calling from another phone within your organization, press * (star key) when Unity Connection SRSV answers.
 - Step 3** If prompted, enter your ID and press # (pound key).
 - Step 4** Enter your Unity Connection SRSV PIN and press #.
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Sending Voice Messages

You can send voice messages to other Unity Connection SRSV users without dialing their extensions. This can



Tip

Unity Connection SRSV 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 and 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.

Managing Receipts

As you work with Unity Connection SRSV, you may manage the following types of receipts:

- **Nondelivery Receipt** message that informs you when your message could not be delivered to the intended recipient. When you check messages, Unity Connection SRSV plays receipts along with your other messages. You play and delete receipts in the same way as other messages; you cannot reply to or forward them.
- For **read receipts**, Unity Connection SRSV plays a list of the recipients who played the message you sent. For nondelivery receipts (NDRs), Unity Connection SRSV identifies recipients whose mailboxes did not accept the message.

After Unity Connection SRSV plays an NDR, you can hear the original message and resend it to the recipient(s) who failed to receive it. You can record an introduction, modify the recipient list, and change delivery options when resending a message. Once you resend the message, Unity Connection SRSV automatically deletes the NDR.

To Manage Receipts Using Phone Keypad

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- Step 1** Call and sign in to Unity Connection SRSV.

- Step 2** At the Main menu, select the option Play New Messages, then Receipts.
- Step 3** Follow the prompts to manage your receipt.
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Finding Messages Using the Go to Message Option

As you listen to your messages, you can use the Go to Message option to find a particular message by entering the number of the message.

To Find Messages with Go to Message Using Phone Keypad

- Step 1** Call and sign in to Unity Connection SRSV.
- Step 2** At the Main menu, select the applicable option, **Play New Messages** or **Review Old Messages**.
- Step 3** Press the Go to Message shortcut keys.



Tip

Ask your Unity Connection SRSV administrator for the shortcut keys that you use to hear the prompt for entering the message number.

- Step 4** When prompted, enter the message number followed by #.
- Step 5** Follow the prompts to manage the message after you have listened to it.
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Managing Deleted Messages

About Deleted Messages

Cisco Unity Connection SRSV saves your deleted messages; you can play, restore, or permanently delete them.

Permanently Deleting Deleted Messages

Deleting messages can be an important way to reduce the size of your mailbox, especially when Cisco Unity Connection SRSV is not set up to automatically delete messages once they reach a certain age.

Ask your Unity Connection SRSV administrator if the system is set up to enforce a message-retention policy. Unity Connection SRSV does not indicate when a message-retention policy is enforced, nor does it warn you before messages are permanently deleted as a result of such a policy. If Unity Connection SRSV is not set up to do so, make sure that you permanently delete messages periodically.

Permanently Deleting Messages Using the Phone Keypad

To Permanently Delete Messages Using Phone Keypad

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

You can play your deleted messages, just as you can play new and saved messages. You can also restore a deleted message as a new or saved message.

By default, the most recent messages are played first. Note that you cannot enable the Message Type menu or specify a playback order by message type for deleted messages.

Checking Deleted Messages Using the Phone Keypad

To Check Deleted Messages Using the Phone Keypad

- Step 1** Call and sign in to Unity Connection SRSV.
- Step 2** At the Main menu, select the option Review Old Messages, then Deleted Messages.
- Step 3** Follow the prompts to manage a deleted message after you have listened to it.
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Changing Your Alternate Contact Numbers

To specify an alternate contact number outside your organization, begin with any access code needed to make an external call (for example, 9). For long-distance numbers, include the applicable dialing codes (for example, 1 and the area code).

About Playback Settings

Playback settings allow you to change the playback volume and the playback speed of:

- An individual message as you are listening to it.
- The conversation for your current phone session at any point while Unity Connection SRSV is playing a prompt.

Changes for individual message playback do not affect playback for other messages you hear during the same phone session. Changes for conversation playback last until you hang up the phone; the next time you call Unity Connection SRSV, playback settings are reset to the defaults.

**Note**

To adjust the conversation speed or volume, you use voice commands; you cannot use the phone keypad.

Changing Playback Volume for Individual Messages

As you listen to a message by phone, you can adjust the volume for that message. Changes do not affect the playback volume of other messages you hear during the same phone session.

Changing Playback Volume for an Individual Message Using the Phone Keypad

The key that you press to adjust playback volume depends on your conversation. Ask your system administrator which key is assigned to change playback volume. While listening to a message, toggle among these volume settings:

Option	Description
Press key once	Increases the volume
Press key again	Decreases the volume
Press key again	Returns the volume to normal

Changing Playback Speed for Individual Messages

As you listen to a message by phone, you can adjust the playback speed for that message. Changes do not affect the playback speed of other messages you hear during the same phone session.

The key that you press to adjust playback speed depends on your conversation. Ask your system administrator which keys are assigned to increase and decrease playback speed. While listening to a message, use the following speed settings:

Option	Description
Press decrease key	Slow message playback
Press increase key once	Fast message playback
Press increase key again	Faster message playback

Changing Playback Volume for the Unity Connection Conversation

You can use voice commands to change the volume of the Cisco Unity Connection SRSV conversation at any point while Unity Connection SRSV is playing prompts. (You cannot use the phone keypad to adjust the conversation volume.)

Changes last until you hang up the phone; the next time you call Unity Connection SRSV, the volume is reset to the default setting.

Changing Playback Speed for the Unity Connection Conversation

You can use voice commands to change the speed of the Cisco Unity Connection SRSV conversation at any point while Unity Connection SRSV is playing prompts. (You cannot use the phone keypad to adjust the conversation speed.)

Changes last until you hang up the phone; the next time you call Unity Connection SRSV, the speed is reset to the default setting.

Unity Connection Phone Menus

Phone Menus for the Classic Conversation

- [Main Menu and Shortcuts \(Classic Conversation\)](#), page 21-6
- [During Message Menu and Shortcuts \(Classic Conversation\)](#), page 21-6
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- [Recording Menu \(Classic Conversation\)](#), page 21-8
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Main Menu and Shortcuts (Classic Conversation)

While listening to the Main menu, press:

Action	Key (s)
Hear new messages	1
Review saved messages	3, 1
Review deleted messages (Not available on some systems)	3, 2

During Message Menu and Shortcuts (Classic Conversation)

While listening to a message, press:

Action	Key (s)
Restart message	1
Play message by number	1 2
Play previous message	1 4
Play next message	6
Save	2

Action	Key (s)
Delete	3
Slow playback	4
Change volume (Not available on some systems)	5
Fast playback	6
Rewind message	7
Pause or resume	8
Fast-forward	9
Fast-forward to end	#
Restore as saved (Not available on some systems)	# 2
Save or restore as new (Not available on some systems)	# 6
Play message properties	# 9
Skip message, save as is	# #
Cancel or back up	*
Help	0

After Message Menu and Shortcuts (Classic Conversation)

After listening to a message, press:

Action	Key (s)
Replay message	1
Play message by number	1 2
Play previous message	1 4
Save or restore as saved (Not available on some systems)	2
Delete	3
ForwardMessage	5
Save or Restore as new	6
Rewind	7
PlayMessage Properties	9
Save as i	#
Cancel or back up	*
Help	0

Recording Menu (Classic Conversation)

Use the following keys while you record messages:

Action	Key (s)
Pause or resume	8
End a recording	#

After Message Menu and Shortcuts (Alternate Keypad Mapping N)

After listening to a message, press:

Action	Key (s)
Rewind	4
Save As is	6
Call the sender (Not available on some systems)	9
Play message properties	7 0
Reply	7 1
Replay Messages	7 2
Forward Message	7 3
Reply to All	7 4
Delete	7 6
Save or restore as saved (Not available on some systems)	7 7
Save or restore as new (Not available on some systems)	7 8
Cancel or back up	*
Operator	0

Recording Menu (Alternate Keypad Mapping N)

Use the following keys while you record messages, names, and greetings:

Action	Key (s)
Pause or resume	8
End a recording	#