



Cisco Unity Connection Phone Menus and Voice Commands

- [About the Phone Menu and Voice Command Tables, on page 1](#)
- [Phone Menus for the Standard Conversation, on page 1](#)
- [Phone Menus for the Classic Conversation, on page 5](#)
- [Phone Menus for Optional Conversation 1, on page 10](#)
- [Phone Menus for Alternate Keypad Mapping N, on page 14](#)
- [Phone Menus for Alternate Keypad Mapping X, on page 17](#)
- [Phone Menus for Alternate Keypad Mapping S, on page 19](#)
- [Voice Commands, on page 21](#)
- [Video Messages and Phone Menu, on page 27](#)

About the Phone Menu and Voice Command Tables

The tables below show the most frequently used menus, shortcuts, and voice commands for managing your messages and preferences by phone for the different versions of the Cisco Unity Connection conversation.

Ask your Connection administrator which conversation version you are set up to use.

Phone Menus for the Standard Conversation

- [Main Menu and Shortcuts \(Standard Conversation\), on page 1](#)
- [Send a Message Menu and Shortcuts \(Standard Conversation\), on page 3](#)
- [During Message Menu and Shortcuts \(Standard Conversation\), on page 3](#)
- [After Message Menu and Shortcuts \(Standard Conversation\), on page 4](#)
- [Recording Menu \(Standard Conversation\), on page 5](#)

Main Menu and Shortcuts (Standard Conversation)

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While listening to the Main menu, press:

Action	Key(s)
Hear new messages	1
Send a message	2
Review saved messages	3 1
Review deleted messages (Not available on some systems)	3 2
Change setup options	4
Change greetings	4 1
Turn alternate greeting on or off	4 1 2
Edit other greetings	4 1 3
Change message notification	4 2 1
Change fax delivery (Not available on some systems)	4 2 2
Select full or brief menus	4 2 3
Change PIN	4 3 1
Change recorded name	4 3 2
Change call transfer	4 4
Find messages from a Connection user (Not available on some systems)	5 1
Find messages from all outside callers (Not available on some systems)	5 2
Find messages from an outside caller (Not available on some systems)	5 3
Hear meetings (Not available on some systems)	6
Hear external messages (Not available on some systems)	7
Switch between using the phone keypad and using voice commands (Connection 8.5 and later) (Not available on some systems)	9

Send a Message Menu and Shortcuts (Standard Conversation)

After recording and addressing a message, press:

Action	Key(s)
Send message	#
Add name	9 1
Mark message urgent	1
Request return receipt	2
Mark message private	3
Set future delivery	4
Review recording	5
Rerecord	6
Add to the message	7
Mark message secure	9 3

During Message Menu and Shortcuts (Standard 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	1 6
Save	2
Delete	3
Reply	4
Reply to all	4 2
Return call to sender	4 4
Forward message	5
Slow playback	6 4
Fast playback	6 6
Change volume	6 5

Action	Key(s)
(Not available on some systems)	
Reset volume to default level (Not available on some systems)	6 3
Rewind message	7
Pause or resume	8
Fast-forward	9
Fast-forward to end	#
Play first message	1 7
Play last message	1 9
Toggle urgent status on/off	1 8
Skip message, save or restore as saved (Not available on some systems)	# 2
Skip message, save or restore as new (Not available on some systems)	6
Skip message, save as is	# #
Send fax to fax machine for printing (Not available on some systems)	6 8
Play message properties	1 5
Cancel or back up	*
Help	0

After Message Menu and Shortcuts (Standard Conversation)

After listening to a message, press:

Action	Key(s)
Replay message	1
Play message by number	1 2
Play previous message	1 4
Play next message	1 6
Play first message	1 7

Action	Key(s)
Play last message	1 9
Toggle urgent status on/off	1 8
Save or restore as saved (Not available on some systems)	2
Delete	3
Reply	4
Reply to all	4 2
Call the sender (Not available on some systems)	4 4
Forward message	5
Save or restore as new (Not available on some systems)	6
Rewind	7
Send fax to fax machine for printing (Not available on some systems)	6 8
Play message properties	1 5
Save as is	#
Cancel or back up	*
Help	0

Recording Menu (Standard Conversation)

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

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

Phone Menus for the Classic Conversation

- [Main Menu and Shortcuts \(Classic Conversation\)](#), on page 6
- [Send a Message Menu and Shortcuts \(Classic Conversation\)](#), on page 7

- [During Message Menu and Shortcuts \(Classic Conversation\)](#), on page 7
- [After Message Menu and Shortcuts \(Classic Conversation\)](#), on page 9
- [Recording Menu \(Classic Conversation\)](#), on page 10

Main Menu and Shortcuts (Classic Conversation)

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While listening to the Main menu, press:

Action	Key(s)
Hear new messages	1
Send a message	2
Review saved messages	3 1
Review deleted messages (Not available on some systems)	3 2
Change setup options	4
Change greetings	4 1
Turn alternate greeting on or off	4 1 2
Edit other greetings	4 1 3
Change message notification	4 2 1
Change fax delivery (Not available on some systems)	4 2 2
Select full or brief menus	4 2 3
Change PIN	4 3 1
Change recorded name	4 3 2
Change call transfer	4 4
Find messages from a Connection user (Not available on some systems)	5 1
Find messages from all outside callers (Not available on some systems)	5 2
Find messages from an outside caller (Not available on some systems)	5 3
Hear meetings	6

Action	Key(s)
(Not available on some systems)	
Hear external messages (Not available on some systems)	7
Switch between using the phone keypad and using voice commands (Connection 8.5 and later) (Not available on some systems)	9

Send a Message Menu and Shortcuts (Classic Conversation)

After recording and addressing a message, press:

Action	Key(s)
Send message	#
Add name	9 1
Mark message urgent	1
Request return receipt	2
Mark message private	3
Set future delivery	4
Review recording	5
Rerecord	6
Add to the message	7
Mark message secure	9 3

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	1 6
Save	2
Delete	3

Action	Key(s)
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
Reply	# 4
Reply to all	# 4 2
Forward message	# 5
Save or restore as new (Not available on some systems)	# 6
Send fax to fax machine for printing (Not available on some systems)	# 8
Play message properties	# 9
Skip message, save as is	# #
Cancel or back up	*
Help	0

In case of video messages, following prompts

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

Action	Key(s)
Play next message	1 6
Save	2
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
Reply	# 4
Reply to all	# 4 2
Forward message	# 5
Save or restore as new (Not available on some systems)	# 6
Send fax to fax machine for printing (Not available on some systems)	# 8
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

Action	Key(s)
Play message by number	1 2
Play previous message	1 4
Play next message	1 6
Save or restore as saved (Not available on some systems)	2
Delete	3
Reply	4
Reply to all	4 2
Call the sender (Not available on some systems)	4 4
Forward message	5
Save or restore as new (Not available on some systems)	6
Rewind	7
Send fax to fax machine for printing (Not available on some systems)	8
Play message properties	9
Save as is	#
Cancel or back up	*
Help	0

Recording Menu (Classic Conversation)

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

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

Phone Menus for Optional Conversation 1

- [Main Menu and Shortcuts \(Optional Conversation 1\)](#), on page 11

- [Send a Message Menu and Shortcuts \(Optional Conversation 1\)](#), on page 12
- [During Message Menu and Shortcuts \(Optional Conversation 1\)](#), on page 12
- [After Message Menu and Shortcuts \(Optional Conversation 1\)](#), on page 13
- [Recording Menu \(Optional Conversation 1\)](#), on page 14

Main Menu and Shortcuts (Optional Conversation 1)

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While listening to the Main menu, press:

Action	Key(s)
Hear new messages	1
Send a message	2
Review saved messages	3 1
Review deleted messages (Not available on some systems)	3 2
Change setup options	4
Change greetings	4 1
Turn alternate greeting on or off	4 1 2
Change message notification	4 2 1
Change fax delivery (Not available on some systems)	4 2 2
Select full or brief menus	4 2 3
Change PIN	4 3 1
Change recorded name	4 3 2
Change call transfer	4 4
Find messages from a Connection user (Not available on some systems)	5 1
Find messages from all outside callers (Not available on some systems)	5 2
Find messages from an outside caller (Not available on some systems)	5 3
Hear meetings	6

Action	Key(s)
(Not available on some systems)	
Hear external messages (Not available on some systems)	7
Switch between using the phone keypad and using voice commands (Connection 8.5 and later) (Not available on some systems)	9

Send a Message Menu and Shortcuts (Optional Conversation 1)

After addressing and recording a message, press:

Action	Key(s)
Send message	#
Add name	9 1
Mark message urgent and send	1 #
Request return receipt and send	2 #
Mark message private and send	3 #
Set future delivery	4
Review recording	5
Rerecord	6
Add to the message	7
Mark message secure	9 3

During Message Menu and Shortcuts (Optional Conversation 1)

While listening to a message, press:

Action	Key(s)
Rewind	1
Play a message by number	1 2
Play previous message	1 4
Play next message	1 6
Pause or resume	2
Fast-forward	3

Action	Key(s)
Fast-forward to end	3 3
Send fax to fax machine for printing (Not available on some systems)	3 3 2
Forward message	3 3 6
Delete message	3 3 7
Reply	3 3 8
Reply to all	3 3 8 2
Save or restore as saved (Not available on some systems)	3 3 9
Slow playback	4
Slower playback	4 4
Play message properties	5
Fast playback	6
Faster playback	6 6
Decrease volume (Not available on some systems)	7
Reset volume (Not available on some systems)	8
Increase volume (Not available on some systems)	9
Skip message, save as is	#
Skip message, save as new (new and saved messages)	# #
Cancel or back up	*
Help	0

After Message Menu and Shortcuts (Optional Conversation 1)

After listening to a message, press:

Action	Key(s)
Skip back	1

Action	Key(s)
Play a message by number	1 2
Play previous message	1 4
Play next message	1 6
Send fax to fax machine for printing (Not available on some systems)	2
Replay message	4
Play message properties	5
Forward message	6
Delete	7
Reply	8
Reply to all	8 2
Call the sender (Not available on some systems)	8 8
Save or restore as saved (Not available on some systems)	9
Save as is	#
Save or restore as new (Not available on some systems)	# #
Cancel or back up	*
Help	0

Recording Menu (Optional Conversation 1)

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

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

Phone Menus for Alternate Keypad Mapping N

- [Main Menu and Shortcuts \(Alternate Keypad Mapping N\)](#), on page 15

- [During Message Menu and Shortcuts \(Alternate Keypad Mapping N\)](#), on page 15
- [After Message Menu and Shortcuts \(Alternate Keypad Mapping N\)](#), on page 16
- [Recording Menu \(Alternate Keypad Mapping N\)](#), on page 16

Main Menu and Shortcuts (Alternate Keypad Mapping N)

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While listening to the Main menu, press:

Action	Key(s)
Hear new messages	1
Send a message	2
Review saved and deleted messages (Not available on some systems)	3
Change setup options	4
Find messages from a Connection user (Not available on some systems)	5 1
Find messages from all outside callers (Not available on some systems)	5 2
Find messages from an outside callers (Not available on some systems)	5 3
Hear meetings (Not available on some systems)	6
Switch between using the phone keypad and using voice commands (Connection 8.5 and later) (Not available on some systems)	9
Exit	*
Repeat menu	#
Main menu Help	0

During Message Menu and Shortcuts (Alternate Keypad Mapping N)

While listening to a message, press:

Action	Key(s)
Rewind message	1

Action	Key(s)
Fast-forward	3
Skip message, save as is	6
Reply	7 1
Call the sender (Not available on some systems)	9
Cancel or back up	#
Operator	0

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 message	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	#

Phone Menus for Alternate Keypad Mapping X

- [Main Menu and Shortcuts \(Alternate Keypad Mapping X\)](#), on page 17
- [During Message Menu and Shortcuts \(Alternate Keypad Mapping X\)](#), on page 18
- [After Message Menu and Shortcuts \(Alternate Keypad Mapping X\)](#), on page 18
- [Recording Menu \(Alternate Keypad Mapping X\)](#), on page 19

Main Menu and Shortcuts (Alternate Keypad Mapping X)

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While listening to the Main menu, press:

Action	Key(s)
Send a message	1
Hear new messages	2
Review saved and deleted messages (Not available on some systems)	3
Change setup option	5
Find messages from a Connection user (Not available on some systems)	8 1
Find messages from all outside callers (Not available on some systems)	8 2
Find messages from an outside caller (Not available on some systems)	8 3
Switch between using the phone keypad and using voice commands (Connection 8.5 and later) (Not available on some systems)	9
Exit	*
Repeat menu	#
Main menu Help	0

During Message Menu and Shortcuts (Alternate Keypad Mapping X)

While listening to a message, press:

Action	Key(s)
Skip to message body	2
Pause or resume	3
Increase volume (Not available on some systems)	4
Rewind message	5
Fast-forward	6
Decrease volume (Not available on some systems)	7
Slow playback	8
Fast playback	9
Fast-forward to end of message	#

After Message Menu and Shortcuts (Alternate Keypad Mapping X)

After listening to a message, press:

Action	Key(s)
Save or restore as saved (Not available on some systems)	1
Play message by number	1 2
Play previous message	1 4
Play next message	1 6
Forward message	2
Replay message	2 3
Delete	3
Save or restore as new (Not available on some systems)	4
Rewind	5
Save as is	6

Action	Key(s)
Reply	7
Cancel or back up	#

Recording Menu (Alternate Keypad Mapping X)

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

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

Phone Menus for Alternate Keypad Mapping S

- [Main Menu and Shortcuts \(Alternate Keypad Mapping S\)](#), on page 19
- [During Message Menu and Shortcuts \(Alternate Keypad Mapping S\)](#), on page 20
- [After Message Menu and Shortcuts \(Alternate Keypad Mapping S\)](#), on page 20
- [Recording Menu \(Alternate Keypad Mapping S\)](#), on page 21

Main Menu and Shortcuts (Alternate Keypad Mapping S)

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While listening to the Main menu, press:

Action	Key(s)
Switch between using the phone keypad and using voice commands (Connection 8.5 and later) (Not available on some systems)	1
Review saved and deleted messages (Not available on some systems)	3
Change setup options	4
Hear new messages	5
Send a message	6
Find messages from a Connection user (Not available on some systems)	8 1
Find messages from all outside callers	8 2

Action	Key(s)
(Not available on some systems)	
Find messages from an outside caller (Not available on some systems)	8 3
Exit	9
Repeat menu	#
Main menu Help	0

During Message Menu and Shortcuts (Alternate Keypad Mapping S)

While listening to a message, press:

Action	Key(s)
Forward message	1 3
Call the sender (Not available on some systems)	1 4
Play previous message	1 5
Reply	1 7
Rewind message	2
Skip message body	2 2
Delete	3
Fast-forward	4
Skip message, save as is	5
Save or restore as saved (Not available on some systems)	7
Skip to message footer	8
Fast-forward to end of message	#
Pause or resume	*

After Message Menu and Shortcuts (Alternate Keypad Mapping S)

After listening to a message, press:

Action	Key(s)
Forward message	1 3

Action	Key(s)
Play previous message	1 5
Reply	1 7
Rewind message	2
Replay message	2 2
Delete	3
Reply to all	4 2
Call the sender (Not available on some systems)	4 4
Save as is	5
Save or restore as new (Not available on some systems)	6
Save or restore as saved (Not available on some systems)	7
Send fax to fax machine for printing (Not available on some systems)	8
Play message properties	9
Cancel or back up	*

Recording Menu (Alternate Keypad Mapping S)

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

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

Voice Commands

The tables below list voice commands and applicable keys for the following menus when you are using the voice-recognition input style:

- [Main Menu \(Voice Commands\)](#), on page 22
- [Send a Message Menu \(Voice Commands\)](#), on page 23

- [During Message Menu \(Voice Commands\)](#), on page 24
- [During Meeting Reminder Menu \(Voice Commands\)](#), on page 25
- [After Message Menu \(Voice Commands\)](#), on page 26
- [Universal Actions \(Voice Commands\)](#), on page 26

Main Menu (Voice Commands)

For select commands, you can press a corresponding key without turning off voice commands. Your Connection administrator can tell you the available commands and their corresponding keys, or you can say "Touchtone command Help."

While listening to the Main menu, say:

Action	Voice Command
Hear a voice command tutorial	"Tutorial"
Hear voice messages, emails, faxes*, external messages*, receipts, or meetings* (*Not available on some systems)	
Hear all new messages	"Play new messages"
Hear all messages (new and saved)	"Play all messages"
Hear new, saved, or deleted voice messages from a Connection user	"Play <new/saved/deleted> messages from <name of user>"
Send a voice message	"Send a message"
Hear saved voice messages, emails, faxes*, external messages*, or receipts (*Not available on some systems)	
Hear all saved messages	"Play saved messages"
Hear deleted voice messages, emails, faxes*, external messages** or receipts (*Not available on some systems)	
Hear all deleted messages (Not available on some systems)	"Play deleted messages"
Hear all greetings	"Play all greetings"
Hear a specific greeting	"Play <greeting name> greeting"
Hear the standard greeting	"Play my greeting"
Record a new greeting	"Record <greeting name> greeting"

Action	Voice Command
Record the standard greeting	"Record my greeting"
Turn a greeting on or off	"Turn on <greeting name> greeting" "Turn off <greeting name> greeting"
Use the system default greeting	"Use default <greeting name> greeting"
Use the system default greeting for the standard greeting	"Use my default greeting"
Use nothing for a greeting—callers will hear only a tone to signal that they should leave a message	"Play nothing for my <greeting name> greeting"
Hear greetings menu Help	"Greetings Help"
Change PIN	"Change my PIN "
Hear directory listing status	"Get my directory listing status"
Change directory listing status	"List my number in the directory" "Do not list my number in the directory"
Hear recorded name	"Play my recorded name"
Change recorded name	"Change my recorded name"
Hear meetings on a particular date (Not available on some systems)	"Play meetings on <date>"
Switch to temporarily using the phone keypad	"Touchtone conversation"
Call a Connection user	"Call <name of user>" "Call <extension>"
Call a contact or administrator-defined contact	"Call <contact name> at <home/work/mobile>"
Permanently delete all messages in the Deleted Items folder	"Empty Deleted Items folder"

Send a Message Menu (Voice Commands)

For select commands, you can press a corresponding key without turning off voice commands. Your Connection administrator can tell you the available commands and their corresponding keys, or you can say "Touchtone command Help."

After addressing and recording a voice message, say:

Action	Voice Command
Send message	"Send"
Edit recording	"Change recording"
Review message properties	"Review message properties"

Action	Voice Command
Edit recipients	"Edit recipients"
Mark message urgent	"Set urgent"
Cancel message urgent	"Cancel urgent"
Mark message private	"Set private"
Cancel message private	"Cancel private"
Mark message urgent and private	"Set urgent and private"
Mark message return receipt	"Set return receipt"
Cancel message return receipt	"Cancel return receipt"
Have Connection deliver the message at a future date or time	"Future delivery"
Cancel future delivery	"Cancel future delivery"
Add additional recipients	"Add names"
Review recorded message and message properties	"Review message"

During Message Menu (Voice Commands)

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For select commands, you can press a corresponding key without turning off voice commands. Your Connection administrator can tell you the available commands and their corresponding keys, or you can say "Touchtone command Help."

While listening to a message, say:

Action	Voice Command
Restart message	"Repeat"
Play previous message	"Previous"
Play next message	"Next"
Save message	"Save"
Delete	"Delete"
Reply	"Reply"
Reply to all	"Reply all"
Forward message	"Forward"
Save or restore as new (Not available on some systems)	"Mark new"

Action	Voice Command
Play message properties	"Message properties"
Slow playback	"Slower"
Change volume (Not available on some systems)	"Louder" or "Softer"
Fast playback	"Faster"
Rewind message	"Jump back"
Fast-forward to end	"Skip forward"
Pause or resume	"Pause" or "Resume"
Fast-forward	"Jump ahead"
Reset playback speed	"Reset speed"
Reset playback volume	"Reset volume"
List message recipients (Connection 8.5 and later)	"List recipients"

During Meeting Reminder Menu (Voice Commands)

For select commands, you can press a corresponding key without turning off voice commands. Your Connection administrator can tell you the available commands and their corresponding keys, or you can say "Touchtone command Help."

While listening to a meeting reminder, say:

Action	Voice Command
Dial into meeting	"Join"
Hear list of participants	"List participants"
Record message to send to meeting organizer	"Send message to organizer"
Record message to send to meeting participants	"Send message to participants"
Hear about the next meeting reminder	"Next"
Hear about the previous meeting reminder	"Previous"
Accept a meeting invitation	"Accept"
Decline a meeting invitation	"Decline"
Cancel a meeting (meeting organizer only)	"Cancel meeting"



Note The voice commands in this menu work only if you are using the calendar integration.

After Message Menu (Voice Commands)

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For select commands, you can press a corresponding key without turning off voice commands. Your Connection administrator can tell you the available commands and their corresponding keys, or you can say "Touchtone command Help."

After listening to a message, say:

Action	Voice Command
Replay message	"Repeat"
Play previous message	"Previous"
Play next message	"Next"
Save or restore as saved	"Save"
Delete	"Delete"
Reply	"Reply"
Reply to all	"Reply all"
Resend original message (NDRs only)	"Resend"
Call the sender (Not available on some systems)	"Call sender"
Forward message	"Forward"
Save or restore as new (Not available on some systems)	"Mark new"
Rewind message	(No command available)
Play the original message (NDRs only)	"Play original message"
Play message properties	"Message properties"
List message recipients (Connection 8.5 and later)	"List recipients"

Universal Actions (Voice Commands)

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For select commands, you can press a corresponding key without turning off voice commands. Your Connection administrator can tell you the available commands and their corresponding keys, or you can say "Touchtone command Help."

Use the following commands at any time:

Action	Voice Command
Cancel or back up	"Cancel"
Voice command Help	"Help"
Phone keypad Help	"Touchtone command Help"
Return to Main menu	"Main menu"
Hang up or exit the voicemail system	"End call" "Goodbye"
Repeat message or menu options	"Repeat"
Change playback speed	"Faster" or "Slower"
Change playback volume (Not available on some systems)	"Louder" or "Softer"
Reset playback speed to the default setting	"Reset speed"
Reset playback volume to the default setting (Not available on some systems)	"Reset volume"
Pause or resume	"Pause" or "Resume"

Video Messages and Phone Menu

In addition to audio messages, you can also use phone menus to play or record video messages. However, the behavior of video messages is different for the following menus:

Phone Menu	Behavior of Video Message
Slow Playback	Starts playing the video message from the beginning with the same speed.
Change Volume	Starts playing the video message from the beginning with the same volume.
Fast Playback	Starts playing the video message from the beginning with the same speed.
Reset Speed to Default	Starts playing the video message from the beginning with the same speed.

Phone Menu	Behavior of Video Message
Quieter Playback	Starts playing the video message from the beginning with the same volume.
Reset Volume to Default	Starts playing the video message from the beginning with the same volume.
Louder playback	Starts playing the video message from the beginning with the same volume.
Rewind	Starts playing the video message from the beginning.
Pause or Resume	Allows you to pause the video message but once you select resume the message starts playing from the beginning.
Fast Forward	Starts playing the after message menu as soon as you select this option.
Play Message Attachments	Plays only audio part of the message attachment.
Forward Message	Forwards only the audio part of the video message to the recipient.
Forward Original Message	Forwards only the audio part of the video message as attachment to the recipient.
Reply	Allows you to reply to a video message in audio format only.
Reply to all	Allows you to reply to a video message to all the recipients in audio format only.