

Technical Support

For Albright Voice Mail support, contact 610-921-7676, or send an email to helpdesk@albright.edu.



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For Custom Keypad Mapping 1, Cisco Unity Connection

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Connection Phone Menus and Shortcuts

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 Albright Voice Mail.

From your desk phone:

- Dial 7878

Or

- Press the Messages button on your phone.

From outside your organization:

- Dial 610-921-7898

2. If you are calling from another phone within your organization or from outside the organization, press * when Albright Voice Mail answers.

3. If prompted, enter your ID (usually your desk phone extension), and press #.

4. Enter your password, and press #.

Main Menu and Shortcuts

Key(s) Action

Key(s)	Action
0	Help
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
5	Find messages
51	Find messages from a user
52	Find messages from all outside callers
#	Repeat menu options
*	Cancel or back up

During Message Menu

While listening to a message, press:

Key(s) **Action**

0	Help
1	Repeat message
2	Save
3	Delete
4	Slow playback
5	Change volume
6	Fast playback
7	Rewind
8	Pause/Resume
9	Fast-forward
##	Skip message, save as is
*	Cancel or back up

After Message Menu

After listening to a message, press:

Key(s) **Action**

0	Help
1	Repeat message
2	Save
3	Delete
4	Reply
42	Reply to all
44	Call the sender
5	Forward message
6	Save as new
7	Rewind
8	Send to fax machine for printing
9	Play message properties
*	Cancel or back up
#	Save as is

Entering Recipients

To change entry mode, press:

Key(s) **Action**

##	Switch between addressing a message by name and addressing by extension
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Selecting Recipients

To select recipients from a list, press:

Key(s) **Action**

0	Help
1	Repeat name
7	Previous name
77	First name in list
9	Next name
99	Last name in list
#	Select name
*	Exit list

Send Message Menu

After addressing and recording, press:

Key(s) **Action**

1	Mark urgent
2	Request return receipt
3	Mark private
4	Request future delivery
5	Review recording
6	Rerecord
7	Add to recording
91	Add a recipient
92	Play all recipients (and delete recipients)
*	Cancel message
#	Send message