

**DISC**  
**Unity Connection Voicemail**  
**Phone Menus and Shortcuts**  
**Next-Generation Networking for Kansas**

**Accessing Connections**

Call Cisco Unity Connection

From your desk phone:

-Dial 62100 or

-41#

From outside your organization:

-Dial 785-296-2100

2. If you are calling from another phone within your organization or from outside the organization, press \* when Cisco Unity Connection answers.

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

4. Enter your PIN when prompted for password, and press #.

**Main Menu & Shortcuts**

Key(s) Action

- 0 Help
- 1 Switch to using phone keypad
- 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 Play new messages
- 6 Send a message
- 8 Find messages
- 81 Find messages from a user
- 9 Cancel or back up
- # Repeat menu options

**During Message Menu**

While listening to a message, press

- 13 Forward message
- 14 Call the sender
- 15 Go to previous message
- 17 Reply
- 18 Change volume
- 2 Rewind
- 22 Repeat message
- 3 Delete
- 4 Fast-Forward
- 5 Skip message, save as is
- 7 Save
- 8 Skip to end
- \*3 Slow playback
- \*8 Fast playback
- \* Pause/Resume

**After Message Menu**

After listening to a message, press

- 13 Forward message
- 14 Call the sender
- 15 Go to previous message
- 17 Reply
- 2 Rewind
- 22 Repeat message
- 3 Delete
- 42 Reply to all
- 5 Save as is
- 6 Save a new
- 7 Save
- 9 Play message properties
- \* Cancel or back up

**Entering Recipients**

To change entry mode, press

- ## Switch between addressing a message by name and addressing by extension

**Selecting Recipients**

To select recipients from a list, press

- 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

- 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

**Support Information**

In the event of problems please contact your agency helpdesk or contact the DISC NCC at 785-296-2310. Access to voicemail using the Personal Communication Assistant (PCA) can be found at: <https://vmail.ks.gov/ciscopca>