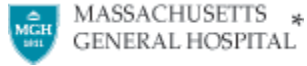




FOUNDED BY BRIGHAM AND WOMEN'S HOSPITAL
AND MASSACHUSETTS GENERAL HOSPITAL



Cisco Unity Phone Menus And Shortcuts

This card lists the most frequently used Cisco Unity menus and shortcut keys for managing messages and personal options by phone.

During Message Menu

While listening to a message, press:

Key(s) Action

1	Jump to message header
2	Save
3	Delete
4	Slow playback
6	Fast playback
7	Rewind
8	Pause/Resume
9	Fast-forward
#	Jump to end of message
*	Cancel or back up

Technical Support

For MGH Cisco Unity Support, contact (617) 726-4357, or send an e-mail to Teldesk@partners.org.

After Message Menu

After listening to a message, press:

Key(s) Action

1	Replay message
2	Save
3	Delete
4	Reply
42	Reply to all
5	Forward message
6	Save as new
7	Rewind
9	Play message properties
*	Cancel or back up
#	Save as is

Accessing Cisco Unity

1. Call Cisco Unity.

From your desk phone:

- Dial **85000 plus ***

Or

- Press your re-programmed **AutoDial** button on your phone.

From outside the office:

- Dial **(857) 238-5000 plus ***

- If you are calling from another phone within the office or from outside the office, press * when Cisco Unity answers.
- If prompted, enter your Cisco Unity ID (your desk phone extension), and press#.
- Enter your password, and press #.

Entering Recipients

To change entry mode, press:

Key(s) Action

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

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

Main Menu and Shortcuts

Key(s) Action

0	Main menu help
1	Hear 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
423	Choose full or brief menus
431	Change phone password
432	Change recorded name
*	Exit subscriber conversation
#	Repeat menu

Send Message Menu

After addressing and recording, press:

Key(s) Action

1	Mark urgent
2	Request return receipt
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

Cisco Unity Voice Mailbox Initialization

INITIALIZATION

Complete the following steps to initialize your Cisco Unity Unified Mailbox:

- Dial 8-5000
- Enter your 10 digit phone extension and then press #
- Enter the temporary 246802 password and then press #
- Speak your first and last name when prompted and then press #
- Press # to keep the recording or follow the prompts to rerecord
- Press 1 to record a greeting
- Enter a new password (**your new password must be at least 6 digits, non-repetitive and non-consecutive**) and then press #
- Press # to complete the initialization

Suggested Greeting

Hello, this is (your name) at (your company and department). I'm in (or out) of the office today; however I am not available to answer your call at the moment. Please leave a message including your name and telephone number at the tone and I will return your call as soon as possible. Thank you.

<http://helpdeskselfservice.partners.org/applications/unityweb.aspx>