

## Technical Support

For Voicemail support,  
contact Service Desk

PHSA  
604-675-4299 |  
1-888-675-4299

VCH  
604-875-4334 |  
1-888-875-4334



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For Custom Keypad Mapping 1, Cisco Unity  
Connection

Feb 2021



## Connection Phone Menus and Shortcuts

*PHSA Central Voicemail  
Cisco Unity Connection v11.5*

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 Cisco Unity Connection.

From your desk phone:  
- Dial 25-7480 internally  
Or  
- Press the Messages button on your phone.

From outside your organization:  
- Dial (604) 675-7480

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, and press #.

## Main Menu and Shortcuts

**Key(s)** **Action**

Key(s)	Action
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
44	Change transfer settings
*	Cancel or back up
#	Repeat menu options

## During Message Menu

While listening to a message, press:

**Key(s) Action**

Key(s)	Action
<b>11</b>	Repeat message
<b>14</b>	Go to previous message
<b>16</b>	Go to next message
<b>7</b>	Delete
<b>9</b>	Save
<b>*</b>	Cancel or back up

## After Message Menu

After listening to a message, press:

**Key(s) Action**

Key(s)	Action
<b>4</b>	Repeat message
<b>6</b>	Forward message
<b>7</b>	Delete
<b>8</b>	Reply
<b>88</b>	Call the sender
<b>9</b>	Save
<b>*</b>	Cancel or back up

## Entering Recipients

To change entry mode, press:

**Key(s) Action**

Key(s)	Action
<b>##</b>	Switch between addressing a message by name and addressing by extension

## Selecting Recipients

To select recipients from a list, press:

**Key(s) Action**

Key(s)	Action
<b>0</b>	Help
<b>1</b>	Repeat name
<b>7</b>	Previous name
<b>77</b>	First name in list
<b>9</b>	Next name
<b>99</b>	Last name in list
<b>#</b>	Select name
<b>*</b>	Exit list

## Send Message Menu

After addressing and recording, press:

**Key(s) Action**

Key(s)	Action
<b>1</b>	Mark urgent
<b>5</b>	Review recording
<b>6</b>	Rerecord
<b>91</b>	Add a recipient
<b>92</b>	Play all recipients (and delete recipients)
<b>*</b>	Cancel message
<b>#</b>	Send message