Technical Support

For Voicemail support,
contact Service Desk

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

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

For Custom Keypad Mapping 1, Cisco Unity
Connection

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CISCO

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
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
11	Repeat message
14	Go to previous message
16	Go to next message
7	Delete
9	Save
*	Cancel or back up

After Message Menu
After listening to a message, press:

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

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

Send Message Menu
After addressing and recording, press:

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