

Technical Support

For Voicemail support,
contact Service Desk

Phone: 1-855-242-1301
Email: servicedesk@phsa.ca.



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For Custom Keypad Mapping 1, Cisco Unity
Connection

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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
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

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

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

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

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