

Unity Connection Voice Mail

with Unified Messaging

To Call

Voicemail from your desk:

- Press the **Messages** button
- Enter your **PIN** followed by **#**

Voicemail from an outside line:

- Dial **(978) 619-5665**
- Enter your **Mailbox ID Number** followed by **#**
- Enter your **PIN** followed by **#**

Mailbox ID: **5-digit extension**

Starter PIN: **1 2 3 4 5**

Press **1**

To play new messages:

or

Press **3**

To review old (saved) messages:

During Message Review

Repeat 1	Save 2	Delete 3
Slow 4	Vol. 5	Fast 6
Back 7	Pause 8	F. Fwd. 9
Cancel *	Help 0	End #

After Message Review

Repeat 1	Save 2	Delete 3
Reply 4	Fwd. To 5	New 6
Back 7	8	Prop. 9
Cancel *	Help 0	New #

Press **2**

To send a message:

- Record your message
- Enter the extension or spell the name of the person or distribution list followed by **#**
- Press **#** to confirm
- Press **9 1** to add a name
- Press **#** to send or chose from a message option

Message Options:

- 1** Mark message urgent
- 2** Request return receipt
- 3** Mark message private
- 4** Set future delivery
- 5** Review recording
- 6** Re-record message
- 7** Add to the message
- #** Send message

Press **4**

For setup options:

Press **1 - Greetings:**

Press **1** – Edit the standard greeting

Press **2** – Turn on/off alternate greeting

Press **3** – Edit other greetings

Press **4** – Play all greetings

Press **2 – Message Settings:**

Press **1** – Message notification

Press **3** – Menu style

Press **4** – Private lists

Press **3 – Preferences:**

Press **1** – PIN

Press **2** – Recorded name

Press **3** – Directory listing

Tips:

- *** Exit or back up
- 0** Help
- ##** Number and spelling entry toggle

Main Menu



Cisco 8841/8851

Quick Reference Card

- Handset light strip** – Indicates an incoming call (flashing red) or voicemail message (solid red).
- Phone screen** – Displays status, feature and call information.
- Programmable feature buttons** (left side) and **session buttons** (right side) –
 - Solid green:** Active call.
 - Flashing green:** Held call.
 - Flashing amber:** Incoming call.
 - Solid red:** Shared line in use.
- Softkey** buttons – Engages the associated feature in the display.
- Navigation pad and Select button** – Like a cursor, used to scroll through menus and highlight active calls and features. While on-hook, pressing the down option displays your Recent call list.
- Release** button – Disconnects from an active call.
- Hold** – Places a call on hold and retrieves a held call.
- Conference** – Initiates a conference call.
- Transfer** – Initiates a call transfer.
- Speakerphone** – Activates (steady green) and deactivates the speakerphone.
- Mute** – Deactivates (steady red) and reactivates the microphone.
- Headset** – Activates (steady green) and deactivates the user-provided headset.
- Keypad** – Allows you to dial phone numbers, enter letter and select menu items that are numerically numbered.
- Volume** – Adjusts the phone's ringer volume while on-hook and the phone's handset, speakerphone and headset volumes while off-hook.
- Contacts** – Personal and Corporate Directory look-up access.
- Applications** – Recent calls (view by All calls or Missed calls), Settings (program Wallpaper, Ringtone, Brightness, Font size, Phone name, Call notifications, Headset sidetone, and Merge alert), Accessories (configure analog headset) and Extension Mobility (if configured).
- Messages** – Auto-dial access to voicemail.
- Back** button – Returns to the previous screen or window.
- Handset** – Phone handset



PLACING CALLS

To place a call:

- Lift the handset or
Press the **Speaker** button or
Press the **Headset** button or
Press the **New call** softkey or
Press a session button
- Dial the number

To place a second call on the same line:

- Press the next idle session button
- Dial the number

To call an extension number:

- Dial the 5-digit extension number

To call the Receptionist:

- Dial 0

To call an external telephone number:

- Dial 9 + 1 + telephone number

To call Emergency Services:

- Dial 911 or 9 + 911

To redial the last number called:

- Press the **Redial** softkey

To place a speed dial call:

- While on-hook, enter the speed dial code
- Press the **Speed dial** softkey

ANSWERING CALLS

To answer an incoming call:

- Lift the handset or
Press the **Speaker** button or
Press the **Headset** button or
Press the **Answer** softkey or
Press flashing session button

To answer a second incoming call:

- Press the flashing session button

To answer a call on a shared line:

- Press the ringing line button
- Press the flashing session button

CALL PICKUP

To answer a ringing call on a call pickup group members phone:

- Go off-hook
- Press the **Pickup** softkey

SINGLE NUMBER REACH (SNR)

To activate/deactivate SNR from your desk phone:

- Press the **Mobility** softkey
- Press the **Select** softkey to **Enable/Disable Mobile Connect**

To switch from your desk to your remote phone:

- Press the **Mobility** button
- Press the **Select** softkey to **Send call to Mobile Phone**
- Answer your remote phone

To switch from your remote phone to your desk phone:

- Hang up the call on your remote phone
- Press the line button your desk phone

DECLINE

To immediately forward a ringing call to voicemail:

- Press the **Decline** softkey

ENDING CALLS

To end a call:

- Replace the handset or
Press the **Speaker** button or
Press the **Headset** button or
Press the **End call** softkey or
Press the **Release** button

CALL HOLD

To place a call on hold:

- Press the **Hold** button

To retrieve a held call:

- Press the **Hold** button or
Press the **Resume** softkey or
Press the flashing session button

To toggle between held calls on the same line:

- Press the flashing session button

To toggle between held calls on different lines:

- Press the line button
- Press the flashing session button

CALL TRANSFER

To transfer a call:

- Press the **Transfer** button or
- **Transfer** softkey
- Dial the extension number or
9 + 1 + telephone number
- *Option: Announce the caller*
- Press the **Transfer** button or
Transfer softkey or hang up

If no answer or the line is busy:

- Press the **Cancel** softkey
- Press the **Resume** softkey or
Press the flashing session button

To toggle between calls:

- Press the **Swap** softkey

To transfer two calls on the same line to one another:

- While connected to an active call, press the **Transfer** button or
Transfer softkey
- Press the **Active calls** softkey
- Navigate to the held call
- Press the **Transfer** softkey

To transfer a call directly to a voice mailbox:

- Press the **Transfer** button or
Transfer softkey
- Dial * + the voice mailbox number
- Press the **Transfer** button or
Transfer softkey or hang up

CALL PARK

To hold an active call and retrieve it at your phone or another phone:

- Press the **Park** softkey

Note: Displayed park number: 8000X

To retrieve the parked call on your phone:

- Press the **Resume** softkey or
Press the flashing session button

To retrieve the parked call at another system phone:

- Dial the park number: 8000X

DO NOT DISTURB

To disable/re-enable the ringer for all incoming calls:

- While on-hook, press the **Do not disturb** softkey

CALL FORWARD ALL CALLS

To immediately forward all your incoming calls to another number:

- While on-hook, press the **Forward all** softkey
- Dial the extension number or
9 + 1 + telephone number or
Press the **Messages** button

To deactivate call forwarding:

- Press the **Forward off** softkey

CONFERENCE CALLING

To place up to a 16-way conference call:

- While connected to an active call, press the **Conference** button or
Conference softkey
- Dial the next participant
- *Option: Announce the conference*
- Press the **Conference** button or
Conference softkey

To add additional participants:

- Repeat the above steps

To add an incoming caller to an existing call or conference:

- While connected to the incoming call, press the **Conference** button or
Conference softkey
- Press the **Active Calls** softkey
- Navigate to the held call
- Press the **Conference** softkey

To view conference participants:

- Press the **Show detail** softkey

To remove a participant:

- Navigate to the participant to remove
- Press the **Remove** softkey

CONFERENCE NOW

To dial into the 16-way conference service:

- Dial: 660 or (978) 619-5660
- Enter a meeting number:
(Host's 5-digit extension) + #
- If you are the host, enter your PIN: _____, if not, press #

If not the host:

- Enter the Attendee access code:
(default: 1 2 3 4 5) + #