

Unity Connection Voice Mail

To Call

Voicemail from your desk:

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

Mailbox ID: 5-digit extension

Starter PIN: 1 5 9 7 5 3

Voicemail from an outside line:

- Dial **(508) 799-1999**
- Enter your **Mailbox ID Number** followed by #
- Enter your **PIN** followed by #

Main Menu

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:

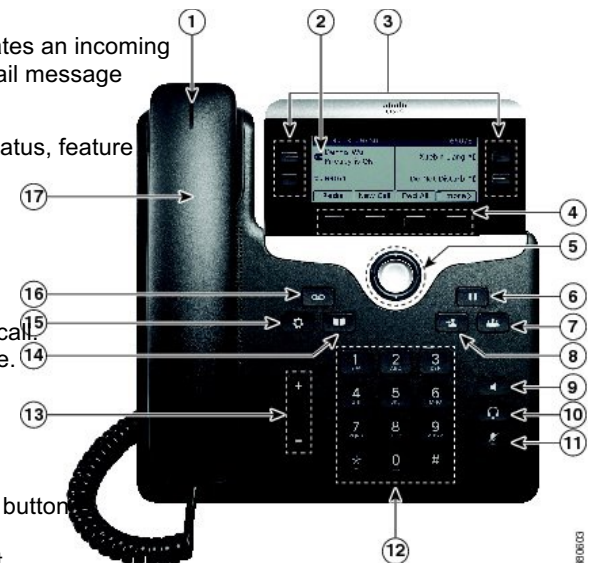
- Press **1** – PIN
- Press **2** – Recorded name
- Press **3** – Directory listing

Tips:

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



Cisco 7841 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 Line and Feature buttons**
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 up option displays your Recent call list and pressing the down option displays your programmed Speed Dials.
 - Hold** – Places a call on hold and retrieves a held call.
 - Conference** – Initiates a conference call.
 - Transfer** – Initiates a call transfer.
 - Speakerphone** – Activates (solid green) and deactivates the speakerphone.
 - Headset** – Activates (solid green) and deactivates the user-provided headset.
 - Mute** – Deactivates (solid red) and reactivates the microphone.
 - 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 handset, speakerphone and headset volumes while off-hook.
 - Contacts** – Personal and Corporate Directory look-up access.
 - Applications** – Recents (view by All calls *or* Missed), Preferences (program Ringtone, Contrast, Headset sidetone, and Backlight), Accessories (configure analog headset), and Extension Mobility (only if configured).
 - Messages** – Auto-dial access to voicemail.
 - 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 line button
- Dial the number

To place a second call on the same line:

- Press the **Hold** button
- Press the **New Call** softkey
- Dial the number

To call an extension number:

- Dial the 5-digit extension number

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 **SpeedDial** 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 the flashing line button

To answer a second incoming call:

- Press the flashing line button

To answer a call on a shared line:

- Press the flashing line button

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

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 line button

To toggle between two held calls on the same line:

- Press the flashing line button

To toggle between three or more held calls on the same line:

- Press the flashing line button
- Navigate to the held call
- Press the **Resume** softkey

To toggle between held calls on shared lines:

- Press the flashing line button

CALL TRANSFER

To transfer a call:

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

If no answer or the line is busy:

- Press the **Cancel** softkey
- Press the **Resume** softkey *or*
Press the flashing line 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
- Press the flashing line button
- Press the **Yes** softkey to confirm and complete the transfer

To transfer a call to a subscriber's voice mailbox:

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

CONFERENCE CALLING

To place up to an 8-way conference call:

- While connected to an active call, press the **Conference** button
- 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
- Press the flashing line button
- Press the **Yes** softkey to confirm and complete the conference

To view conference participants:

- Press the **Details** softkey

To remove a participant:

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

CALL FORWARD ALL CALLS

To immediately forward all your incoming calls to another number:

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

To deactivate call forwarding:

- Press the **Fwd Off** softkey

DECLINE

To immediately forward a ringing call to voicemail:

- Press the **Decline** softkey

DO NOT DISTURB

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

- While on-hook, press the **DND** softkey

CALL PICKUP*

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

- Go off-hook
- Press the **PickUp** softkey
- Press the **Answer** softkey

CALL PARK

To put a call on hold at one phone and retrieve it at another:

- Press the **Park** softkey

Note: Displayed park number: **100XX – 100XX**

- Hang up

To retrieve a parked call:

- Dial the park number: **100XX**

SELF CARE PORTAL

To customize your phone with speed dials and other options:

- Enter into a web browser:
https://10.128.50.202/ucmuser
- Enter your Username:
Network ID
Enter your Password:
Network PW
- Click **Sign In**

HUNT GROUPS*

To log in/out of your hunt group:

- Press the **HLog** softkey

NOTES

* Assigned to lines requiring this functionality
