

Unity Connection Voice Mail

To Call

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| <p>Voicemail from your desk:</p> <ul style="list-style-type: none"> • Press the Messages button • Enter your PIN followed by # <p>Mailbox ID: 7-digit extension
Starter PIN: 1 2 3 4 5</p> | <p>Voicemail from an outside line:</p> <ul style="list-style-type: none"> • Dial 888-445-2144 • Press * • Enter your Mailbox ID Number followed by # • Enter your PIN followed by # |
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Main Menu

<p>Press 1 To play new messages:</p> <p>or</p> <p>Press 3 To review old (saved) messages:</p>	During Message Review	After Message Review																								
	<table border="1"> <tr> <td>Repeat 1</td> <td>Save 2</td> <td>Delete 3</td> </tr> <tr> <td>Slow 4</td> <td>Vol. 5</td> <td>Fast 6</td> </tr> <tr> <td>Back 7</td> <td>Pause 8</td> <td>Fwd. 9</td> </tr> <tr> <td>Cancel *</td> <td>Help 0</td> <td>End #</td> </tr> </table>	Repeat 1	Save 2	Delete 3	Slow 4	Vol. 5	Fast 6	Back 7	Pause 8	Fwd. 9	Cancel *	Help 0	End #	<table border="1"> <tr> <td>Repeat 1</td> <td>Save 2</td> <td>Delete 3</td> </tr> <tr> <td>Reply 4</td> <td>Fwd. 5</td> <td>New 6</td> </tr> <tr> <td>Back 7</td> <td>8</td> <td>Prop. 9</td> </tr> <tr> <td>Cancel *</td> <td>Help 0</td> <td>New #</td> </tr> </table>	Repeat 1	Save 2	Delete 3	Reply 4	Fwd. 5	New 6	Back 7	8	Prop. 9	Cancel *	Help 0	New #
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- | | |
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| <p>Press 2
To send a message:</p> <ul style="list-style-type: none"> • Record your message • Enter the extension <u>or</u> spell the name of the person or distribution list followed by # • Press # to confirm • Press 9 1 to add a name • Press # to send <u>or</u> chose from a message option | <p>Message Options:</p> <ul style="list-style-type: none"> 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 |
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- | | |
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| <p>Press 4
For setup options:</p> | <p>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</p> <p>Press 2 – Message Settings:
Press 1 – Message notification
Press 3 – Menu style
Press 4 – Private lists</p> <p>Press 3 – Preferences:
Press 1 – PIN
Press 2 – Recorded name
Press 3 – Directory listing</p> |
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Tips:

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

Note: You will be locked out of voicemail after 3-failed PIN attempts. You may retry again in 30-minutes. If the PIN is not known, you will need to request a PIN reset.



Cisco 8811 Quick Reference Card

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- 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)** –
Steady green: Active call.
Flashing green: Held call.
Flashing amber: Incoming call.
Steady 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 Ringtones, Brightness, Font size, Phone name, Call notifications, Headset sidetone, and Barge 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 within the same exchange:

- Dial the 4-digit extension number

To call an extension number in another exchange:

- Dial the 7-digit extension number

To call a local telephone number:

- Dial **8 + 7**-digit telephone number

To call a long distance telephone number:

- Dial **8 + 1 +** telephone number

To call Emergency Services:

- Dial **911** *or* **8 + 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

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
- Dial the extension number *or*
8 + 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 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 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 a 6-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 *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

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*
8 + 1 + telephone number* *or*
Press the **Messages** button

To deactivate call forwarding:

- Press the **Forward off** softkey

CALL DIVERT

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 **Do not disturb** softkey

SELF CARE PORTAL

To customize your phone with speed dials and other options:

- Enter into a web browser:
<https://svt01cmp001.hcs.vermont.gov/ucmuser>
- Enter your Username:
Network ID
- Enter your Password:
Network PW
- Click **Sign In**

SINGLE NUMBER REACH (SNR)

To activate SNR from your desk phone:

- Press the **Mobility** softkey
- Press the **Select** softkey to **Enable 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

To deactivate SNR from your desk phone:

- Press the **Mobility** button
- Press the **Select** softkey to **Disable Mobile Connect**

NOTES

* Assigned to lines requiring this functionality
