Unity Connection Voice Mail

To Call

Voicemail from your desk:
- Press the **Messages** button
- Enter your **PIN** followed by **#**

Mailbox ID: **7-digit extension**
Starter PIN: **1 2 3 4 5**

Voicemail from an outside line:
- Dial **888-445-2144**
- Press *****
- 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	Fwd. 9
Cancel *	Help 0	End #

After Message Review

Repeat 1	Save 2	Delete 3
Reply 4	Fwd. 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

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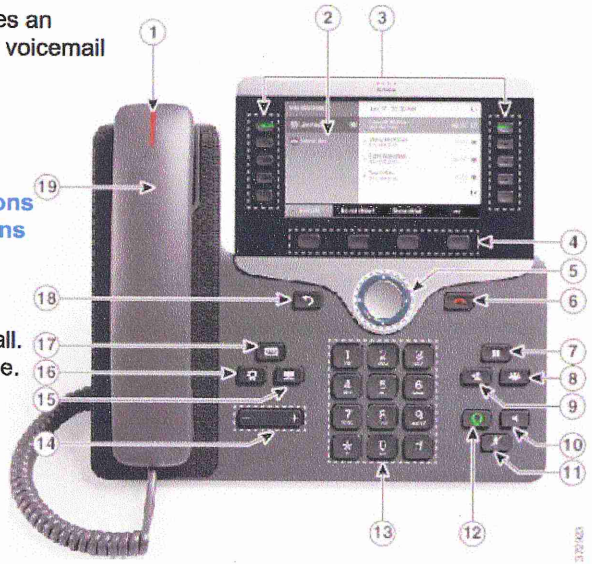
Cisco 8811 Quick Reference Card



1 **Handset light strip** – Indicates an incoming call (flashing red) or voicemail message (solid red).

2 **Phone screen** – Displays status, feature and call information.

3 **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.

4 **Softkey** buttons – Engages the associated feature in the display.

5 **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.

6 **Release** button – Disconnects from an active call.

7 **Hold** – Places a call on hold and retrieves a held call.

8 **Conference** – Initiates a conference call.

9 **Transfer** – Initiates a call transfer.

10 **Speakerphone** – Activates (steady green) and deactivates the speakerphone.

11 **Mute** – Deactivates (steady red) and reactivates the microphone.

12 **Headset** – Activates (steady green) and deactivates the user-provided headset.

13 **Keypad** – Allows you to dial phone numbers, enter letter and select menu items that are numerically numbered.

14 **Volume** – Adjusts the phone's ringer volume while on-hook and the phone's handset, speakerphone and headset volumes while off-hook.

15 **Contacts** – Personal and Corporate Directory look-up access.

16 **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).

17 **Messages** – Auto-dial access to voicemail.

18 **Back** button – Returns to the previous screen or window.

19 **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
- Press the session button with the call to transfer to

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
- Press the session button with the held call or conference

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**

HUNT GROUPS*

To log in/out of your hunt group:
- Press the **Hunt group** softkey

NOTES

* Assigned to lines requiring this functionality