

Unity Connection Voice Mail

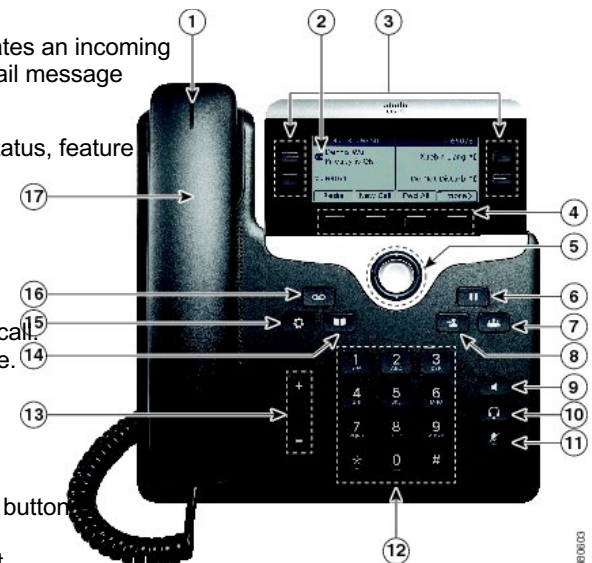
with Unified Messaging

To Call	Voicemail from your desk: <ul style="list-style-type: none"> Press the Messages button Enter your PIN followed by # 		Voicemail from an outside line: <ul style="list-style-type: none"> 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																											
Main Menu	Press 1 To play new messages: or Press 3 To review old (saved) messages:	During 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>F. 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	F. Fwd. 9	Cancel *	Help 0	End #	After Message Review <table border="1"> <tr> <td>Repeat 1</td> <td>Save 2</td> <td>Delete 3</td> </tr> <tr> <td>Reply 4</td> <td>Fwd. To 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. To 5	New 6	Back 7	8	Prop. 9	Cancel *	Help 0	New #	
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Press 2 To send a message:	<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 	Message Options: <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 																										
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 <u>or</u> back up 0 Help ## Number and spelling entry toggle																										



Cisco 7821

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 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 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 **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

CALL PICK UP

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** softkey
- 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

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 or hang up

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 or hang up

CALL PARK

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

- Press the **Park** softkey

Note: Displayed park number: 8000X

- Hang up

To retrieve a parked call:

- Dial the park number: 8000X

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

DO NOT DISTURB

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

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

CONFERENCE CALLING

To place up to a 16-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

CONFERENCE NOW

To dial into the 16-way conference service:

- Dial: (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) + #

Note: If the host has not yet arrived, you will be placed in the waiting room.