Voicemail

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

Mailbox ID: 4-digit extension
Starter PIN: 1 3 5 7 9

Tip: Your Voicemail, Self-Care Portal, and other phone service PINs (Passwords) are the same. If you update the PIN (PW) in one service, it will automatically update the PIN (PW) in the other services.

Main Menu:
- Press 1
  - To play new messages:
  - Or
  - To review old (saved) messages:
- 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 choose from a message option
- Press 3
  - Preferences:
    - Press 1 – PIN
    - Press 2 – Recorded name
    - Press 3 – Directory listing
- 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
- During Message Review
  - Repeat
  - Save
  - Delete
  - Vol.
  - F. Fwd.
  - Pause
  - Fast
  - Reply
  - Fwd. To
  - New
  - Back
  - Prop.
  - Cancel
  - Help
  - End
  - #

- After Message Review
  - Repeat
  - Save
  - Delete
  - Vol.
  - F. Fwd.
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  - Prop.
  - Cancel
  - Help
  - End
  - #

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

Reference Card:
Cisco 7841 IP Phone with Unity Connection Voicemail

1. Handset light strip – Indicates an incoming call (flashing red) or new voicemail message (solid red).
2. Phone screen – The header displays the primary phone number, date & time and enabled features. The body displays line, feature and call information. The footer displays the softkey labels.
3. Programmable Line and Feature buttons
   - Solid green: Active call.
   - Flashing green: Held call.
   - Flashing amber: Incoming call.
   - Solid red: Shared line in use.
4. Softkey buttons – Engages the associated feature.
5. Navigation Ring and Select – Used to scroll through menus and highlight active calls and features. While on-hook, pressing the up option displays your Recents call list and pressing the down option displays your programmed Speed Dials.
6. Hold/Resume – Places an active call on hold and retrieves a held call.
8. Transfer – Initiates a call transfer (refer to the step-by-step instructions inside).
9. Speakerphone – Activates (steady green) and deactivates the speakerphone.
10. Headset – Activates (steady green) and deactivates the optional headset.
11. Mute – Deactivates (steady red) and reactivates the microphone.
12. Keypad – Used to dial phone numbers, enter letters and select menu items that are numerically numbered.
13. Volume – Adjusts the phone’s ringer volume while on-hook and the handset, speakerphone and headset volumes while off-hook.
15. Applications – Access to Recents (view by All calls or Missed calls) and Preferences (program Ringtone and Contrast).
16. Messages – Auto-dial access to voicemail.
17. Handset – Phone Handset.
PLACING CALLS
To place a call:
- Lift the handset or
  Press the Speaker button or
  Press the Headset button 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 dial an extension number:
- Dial the 4-digit extension number
  Note: # is no longer needed for on-campus dialing.
To reach the automated phone directory:
- Dial 0
To dial an external telephone number:
- Dial 3 + telephone number
To dial Emergency Services:
- Dial 911 or 3 + 911
To redial the last number called:
- Press the Redial softkey
To place a speed dial call by code:
  - While on-hook, enter the speed dial code
  - Press the SpeedDial 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 held calls on the same line:
- Press the flashing line button
To toggle between held calls on different lines:
- Press the flashing line button

RECEIVING 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 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
To immediately forward a ringing, live, or held call to voicemail:
  - Press the Decline softkey
To silence the ringing of an incoming call:
  - Press the Ignore softkey
  - Press the volume down button
To permanently disable/re-enable the ringer for all incoming calls:
  - While on-hook, press the DND softkey

CALL PICKUP
Assigned to lines requiring this functionality
To answer a ringing call on a call pickup group members phone:
  - Go off-hook
  - Press the PickUp softkey

CALL TRANSFER
To transfer a call:
- Press the Transfer button or
  Transfer softkey
- Dial the extension number or
  3 + 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 or
  Transfer softkey
  - Press the flashing line button
  - Press the Yes softkey to confirm and complete the transfer
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

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
  3 + telephone number or
  Press the Messages button
To deactivate call forwarding:
  - Press the Fwd Off 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

CONFERENCE CALLING
To place up to a 6-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 flashing line button
  - Press the Yes softkey to confirm and complete the transfer
To view conference participants:
- Press the Details softkey
To remove a participant:
  - Navigate to the participant to remove
  - Press the Remove softkey

SELF CARE PORTAL
Coming Soon!
Will be used to customize your phone with speed dials and other options.

EXTENSION MOBILITY
Assigned to lines requiring this functionality
To temporarily configure another Cisco 8811 phone as your own:
- Press the Applications button
- Select Extension Mobility
- Enter your UserID: Net ID
- Enter your PIN: 1 3 5 7 9
- Press the Submit softkey
- Press the Exit softkey
Note: Reference PIN tip on back side.

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