# 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.

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<td><strong>To play new messages:</strong></td>
<td><strong>Press 1</strong></td>
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<td>or <strong>Press 3</strong></td>
<td><strong>To review old (saved) messages:</strong></td>
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<td><strong>Press 1 - Greetings:</strong></td>
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| Press 1 – Edit the standard greeting | | 0 Help | #
| Press 2 – Turn on/off alternate greeting | | Number and spelling entry toggle |
| Press 3 – Edit other greetings | | **Press 2 – Message Settings:** | | **Press 1 – Message notification** |
| Press 4 – Play all greetings | | **Press 3 – Preferences:** | | **Press 1 – PIN** |
| **Press 3 – Preferences:** | **Press 2 – Recorded name** | **Press 3 – Directory listing** | **Press 2 – Directory listing** |

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**Reference Card:**

**Cisco 8811 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/feature** (left side) and **session buttons** (right side) –
   - **Solid green:** Active call.
   - **Flashing green:** Held call.
   - **Flashing amber:** Incoming call.
   - **Solid red:** Shared line in use.
4. **Softkeys** – 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 down option displays your Recents call list.
6. **Release** – Disconnects from an active call.
7. **Hold/Resume** – Places an active call on hold and retrieves a held call.
8. **Conference** – Initiates a conference call (refer to the instructions within).
9. **Transfer** – Initiates a call transfer (refer to the step-by-step instructions inside).
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 optional headset.
13. **Keypad** – Used to dial phone numbers, enter letters 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** – Access to your Personal and System Directory.
16. **Applications** – Access to Recents (view calls by All calls or Missed calls), Settings (program Wallpaper, Ringtone, Brightness, and Font size), and Bluetooth.
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 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 Speed dial softkey

**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 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

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 Do not disturb/Turn off DND 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 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 directly to a voice mailbox:
- Press the Transfer button or
  - Transfer softkey
- 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 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 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

**SELF CARE PORTAL**

Coming Soon!

Will be used to customize your phone with speed dials and other options.

**CALL PICKUP**

Assigned to lines requiring this functionality

To answer a ringing call on a call pickup group member’s phone:
- Go off-hook
- Press the Pickup 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
  - 3 + telephone number
- Press the Messages button

To deactivate call forwarding:
- Press the Forward off softkey

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**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

**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

**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: 13579
- Press the Submit softkey
- Press the Exit softkey

**Note:** Reference PIN tip on back side.