

# Unity Connection Voice Mail

To Call

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

- Mailbox ID: 9-digit extension**
- **Starter PIN: 1 2 4 5 7 8**



Main Menu T

**Press 1**  
To play new messages:

**During Message Review**

**After Message Review**

Repeat <b>1</b>	Save <b>2</b>	Delete <b>3</b>
Slow <b>4</b>	Vol. <b>5</b>	Fast <b>6</b>
Back <b>7</b>	Pause <b>8</b>	Fwd. <b>9</b>
Cancel <b>*</b>	Help <b>0</b>	End <b>#</b>

Repeat <b>1</b>	Save <b>2</b>	Delete <b>3</b>
Reply <b>4</b>	Fwd. <b>5</b>	New <b>6</b>
Back <b>7</b>	<b>8</b>	Prop. <b>9</b>
Cancel <b>*</b>	Help <b>0</b>	New <b>#</b>

or  
**Press 3**  
To review old (saved) messages:

**Press 2**  
To send a message:

- Record the message
- Address the message
- Press **#** to send *or* **1** for message options

**1 - Message Options**

- 1** Urgent
- 2** Return receipt
- 3** Private
- 4** Future delivery
- 5** Review recording
- 6** Re-record message
- 7** Add to message
- #** Send

**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** – Change message notification
- Press **3** – Change menu type
- Press **4** – Edit private distribution lists

**Press 3 – Preferences:**

- Press **1** – Change your PIN
- Press **2** – Change your recorded name
- Press **3** – Change your directory listing

**Tips:**

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Cancel,  
Back up  
*or* Exit

**0** Help

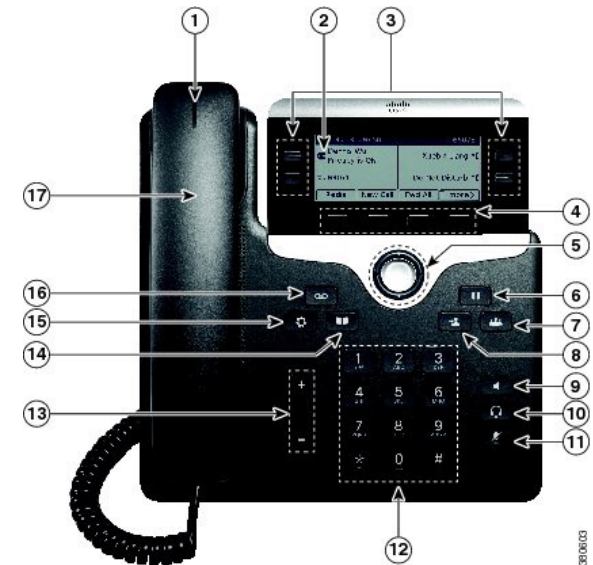
**##**

Switch  
between  
number  
and  
spelling  
entry



# Cisco 7821/7841 Quick Reference Card

- Handset LED** – Indicates an incoming call (flashing) or voice mail message (solid).
- 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 and Select** – Like a cursor, used to scroll through menus and highlight active calls and features. While on-hook, arrow up displays Placed Call History and arrow down displays Speed Dials.
- Hold/Resume** – 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** – Numeric and alphanumeric character entry.
- Volume** – Adjusts the phone's ringer volume on-hook and the handset, speakerphone and headset volumes off-hook.
- Contacts** – Personal and Corporate Directory.
- Applications** – Call History, Preferences, Administrator Settings, and Phone Information
- Messages** – Auto-dial access to voice mail.
- Handset** – Handset.



## PLACING CALLS

### To place a call:

- Lift the handset *or*  
Press a line button *or*  
Press the **Speaker** button *or*  
Press the **Headset** button *or*  
Press the **New Call** softkey
- 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 in-store extension:

- Dial the **4**-digit extension number

### To call an external extension:

- Dial the **9**-digit extension number

### To make an overhead page:

- Dial **5000**
- Make your announcement
- Press the **EndCall** softkey

### To call an outside line:

- Dial **9 + 1 + 10**-digit telephone number

### To call Emergency Services:

- Dial **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 flashing line button *or*  
Press the **Speaker** button *or*  
Press the **Headset** button *or*  
Press the **Answer** softkey

### To answer a second incoming call:

- Press the flashing line button

### To answer a call on a shared line appearance:

- Press the flashing line 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

## CALL HOLD

### To place a call on hold:

- Press the **Hold** button

### To retrieve a held call:

- Press the **Resume** softkey *or*  
Press the flashing line button

### To toggle between two held calls on the same line:

- Press the **Swap** softkey *or*  
Press the line button

### To toggle between three or more held calls on the same line:

- Highlight the held call to return to
- Press the **Resume** softkey

### To toggle between held calls on shared line appearances:

- 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*  
Hang up

### If no answer or the line is busy:

- Press the **End Call** softkey
- Press the **Resume** softkey

### To transfer two callers on the same line to one another:

- While connected to one caller, highlight the call to transfer to
- Press the **Transfer** button

## CALL PICK UP\*

### To answer a call ringing on another phone within your pick-up group:

- Lift the handset
- Press the **PickUp** softkey
- Press the **Answer** softkey

## CONFERENCE CALLING

### To place up to a 6-way conference call:

- While on an active call, press the **Conference** button
- Dial the next participant
- *Option: Announce the conference*
- Press the **Conference** button

### To add additional participants:

- Repeat the above steps

### To add an incoming caller to an existing call/conference:

- Answer the incoming call
- Press the **Conference** button
- Use the navigator button to highlight the held call to add to
- Press the **Conference** button

### To view active participants:

- Press the **Details** softkey

### To remove a conference participant:

- Use the Navigator button to highlight participant to remove
- Press the **Remove** softkey

## CALL FORWARD ALL CALLS

### To forward all of your incoming calls to another number:

- While on-hook, press the **Fwd All** softkey
- Dial the extension number

### To deactivate call forwarding:

- Press the **Fwd Off** softkey

## CALL PARK

### To hold a call and retrieve it at another ext. within 45 seconds:

- Press the **Park** softkey
- See phone screen for Park number: **70XX**
- Hang up

### To retrieve a parked call:

- Lift the handset
- Dial the park number: **70XX**

## HUNT GROUPS\*

### To log in/out of your hunt group:

- Press the **HLog** button

## NOTES

\* Optional feature assigned to lines with this requirement.

4-digit Extensions =  
2-digit Department Identifier +  
2-digit Department Phone.

### Department Identifier List:

00	System Use Only
0X	Reserved system Use
10	HABA
11	Grocery
12	Bookkeeping
13	Seafood
14	Produce
15	Bakery
16	Dairy
17	Delicatessen
18	Front End
19	Floral
20	Frozen Foods
21	Meat
22	Scanning
23	Training Room
24	Sr From Home
25	Department Managers
26	Store Manager
27	Loss Prevention
28	Receiving
29	Scrunchys
30	Dietician
31	Customer Service
32	Signs
33	Aisle
34	Prepared Foods
35	Pharmacy
36	Catering
37	Liquor
38	Lunch Room
39	Human Resources
40	Sushi
41	Business Center
42	Conference Room
43	CGO
44	Non Food
45	Kosher
50	Jabber
51	System Use Only
70	Park Extension