

# Unity Connection Voice Mail

To Call

## Voice mail from your 8821 phone:

- Press and hold **1**
- Enter your **PIN** followed by **#**

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



Main Menu

Press **1**  
 To play new messages:

or

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

### During 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>	F. Fwd. <b>9</b>
Cancel <b>*</b>	Help <b>0</b>	End <b>#</b>

### After Message Review

Repeat <b>1</b>	Save <b>2</b>	Delete <b>3</b>
Reply <b>4</b>	Fwd. To <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>

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



# Cisco 8821 Quick Reference Card

## 1. Indicator light –

- Solid red:** Charging.
- Solid green:** Fully charged.
- Fast blinking amber:** Incoming call.
- Fast blinking green:** Voicemail Message.
- Slow blinking green:** Using only battery power.

## 1. Headset port with cover –

For connection to optional headset or ear buds.

## 2. Speaker button –

Activates and deactivates the speakerphone.

## 3. Softkey buttons –

Activate the feature display on the screen. The More softkey accesses a list of menus or functions.

## 3. Navigation button –

Like a cursor, used to scroll through menus and provide access to the Home Screen apps: Recents, Contacts, Apps and Settings.

## 3. Select button –

Selects the highlighted menu option, softkey feature, call or action.

## 3. Answer/Send button –

Answers a ringing call, or used to place a call after dialing.

## 3. Power/End button –

Turns the phone on/off, disconnects from a call, silences the ring of an incoming call. Also a short cut to return to the main menu.

## 4. Keypad –

Used to dial numbers, enter letters and choose menu options. Dual function keys include:

**1** – Press and hold to automatically dial the voicemail system. Enter special characters: ! @ < > \$ % ^ &

**\*** – Press and hold to enter a + for international calling. Enter special characters: \* + - / = \ ; ;

**0** – Used to lock the keypad. Enter special characters: , . ' " | \_ ~ ‘

**#** – Press to silence the phone's ringer. Enter special characters: # ? ( ) [ ] { }

## 5. Volume –

Adjusts the phone's ringer volume when idle and the handset, speakerphone and headset volumes off-hook.

## 6. Mute –

Toggles the phone's microphone on and off.



## PLACING CALLS



### To call another extension:

- Dial the **4-digit** extension number
- Press the  button to place the call

### To call an external extension:

- Dial the **9-digit** extension number
- Press the  button to place the call

### To make an overhead page:

- Dial **5000**
- Press the  button to place the call
- Make your announcement
- Press the  button to disconnect

### To call an outside line:

- Dial **9 + 1 + 10-digit** telephone number
- Press the  button to place the call

### To call Emergency Services:

- Dial **9 + 911**
- Press the  button to place the call

### To redial the last number called:

- Press the **Select** button (**Phone**)
- Press the **Redial** softkey

### To place a speed dial call:

- Press the **Select** button (**Phone**)
- Select a **Speed Dial** line

### To place a second call on the same line:

- Press the **Select** button (**Phone**)
- Press the **Hold** softkey
- Press the **New Call** softkey
- Dial the number

## ANSWERING CALLS

### To answer an incoming call:

- Press the  button

### To answer a second incoming call:

- Press the  button *or* Press the **Answer** softkey

## ENDING CALLS

### To end a call:

- Press the  button *or*
- Press the **Select** button (**Phone**)
- Press the **More**  and **End call** softkeys

## CALL HOLD

### To place a call on hold:

- Press the **Select** button (**Phone**)
- Press the **Hold** softkey

### To retrieve a held call:


- Press the **Resume** softkey

### To toggle between held calls:

- Press the **Select** button (**Phone**)
- Press the **Resume** softkey

## CALL TRANSFER

### To transfer a call:


- Press the **Select** button (**Phone**)
- Press the **More**  and **Transfer** softkeys
- Dial the extension number *or* **9 + 1 +** telephone number
- *Option: Announce the caller*
- Press the **Transfer** softkey

### If no answer or line is busy:

- Press the **EndCall** softkey
- Press the **Resume** softkey

## CONFERENCE CALLING

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

- While on an active call, press the **Select** button (**Phone**)
- Press the **More**  and **Conference** softkeys
- Dial the next participant
- *Option: Announce the conference*
- Press the **Merge** softkey

### To add additional participants:

- Repeat the above steps

### To view conference participants:


- Press the **More**  and **Details** softkeys

### To remove a participant:


- Navigate to the participant to remove
- Press the **Remove** softkey

## CALL FORWARD ALL CALLS

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


- Press the **Select** button (**Phone**)
- Press the **More**  and **Forward all** softkeys

### To deactivate call forwarding:

- Press the **Select** button (**Phone**)
- Press the **More**  and **Forward off** softkeys


## CALL PICK UP\*

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


- Press the **Select** button (**Phone**)
- Press the **More**  and **Pickup** softkeys
- Press the **Answer** softkey

## CALL PARK

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

- Press the **Select** button (**Phone**)
- Press the **More**  and **Park** softkeys
- See phone screen for park number

### To retrieve a parked call:

- Dial the park number: **70XX**
- Press the  button to place the call

## CALLBACK CALLING

### To be notified when a busy or unanswered ext. becomes free:

- Press the **Call back** softkey
- Press the **Exit** softkey

### Upon callback alert:

- Press the **Call** softkey

## NOTES

\* Assigned to lines requiring this functionality

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