

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

Press 1
To play new messages:

During Message Review

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

After Message Review

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

or
Press 3
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 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 8841 Quick Reference Card

- Handset light strip** – Indicates an incoming call (flashing red) or voice mail message (steady red).
- Phone screen** – Displays status, feature and call information.
- Programmable feature buttons** (left side) and **Session buttons** (right side) –
 - Steady green:** Active call.
 - Flashing green:** Held call.
 - Flashing amber:** Incoming call.
 - Steady 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 down option displays your Recent call list.
- Release** button – Disconnects from an active call.
- Hold** – Places a call on hold and retrieves a held call.
- Conference** – Initiates a conference call.
- Transfer** – Initiates a call transfer.
- Speakerphone** – Activates (steady green) and deactivates the speakerphone.
- Mute** – Deactivates (steady red) and reactivates the microphone.
- Headset** – Activates (steady green) and deactivates the user-provided headset.
- 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 phone's handset, speakerphone and headset volumes while off-hook.
- Contacts** – Personal and Corporate Directory look-up access.
- Applications** – Recent calls (view by All calls or Missed calls), Settings (program Ringtones, Brightness, Font size, Phone name, Call notifications, Headset sidetone, and Barge alert), Bluetooth, Accessories (configure analog headset) and Extension Mobility (if configured).
- Messages** – Auto-dial access to voice mail.
- Back** button – Returns to the previous screen or window.
- Handset** – Phone handset



PLACING CALLS

To place a call:

- Lift the handset *or*
Press a session 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 an idle session button
- 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 **End call** 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 **Speed dial** softkey

ANSWERING CALLS

To answer an incoming call:

- Lift the handset *or*
Press flashing session 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 session button

To answer a call on a shared line:

- Press the line button
- Press the flashing session button

HUNT GROUPS*

To log in/out of your hunt group:

- Press the **Hunt group** softkey

ENDING CALLS

To end a call:

- Replace the handset *or*
Press the **Speaker** button *or*
Press the **Headset** button *or*
Press the **Release** 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 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

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*
softkey *or* hang up

If no answer or the line is busy:

- Press the **Cancel** softkey
- Press the **Resume** softkey *or*
Press the flashing session button

To swap between the two calls:

- Press the **Swap** softkey

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

- While connected to an active call, press the **Transfer** button
- Press the session button with the call to transfer to

CONFERENCE CALLING

To place up to a 6-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*
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 session button with the held call or conference

To view conference participants:

- Press the **Show detail** softkey

To remove a conference participant:

- Navigate to the participant to remove
- Press the **Remove** 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*
9 + 1 + telephone number* *or*
Press the **Messages** button

To deactivate call forwarding:

- Press the **Forward off** softkey

CALL PICKUP*

To answer a ringing call on a call pickup group members phone:

- Go off-hook
- Press the **Pickup** button
- Press the **Answer** softkey

CALL PARK

To hold an active call and retrieve it at your phone or another phone:

- Press the **Park** softkey
- Note:** Displayed park number: **70XX**

To retrieve the parked call on your phone:

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

To retrieve the parked call at another system phone:

- Go off-hook
- Dial the park number: **70XX**

NOTES

* Optional feature assigned to lines with this requirement.

4-digit Location Extensions are made up of a 2-digit Department Identifier + 2-digit Department Phone.

Department Identifier List:

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