

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:

or

Press 3
To review old (saved) 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 #

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 8845 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. Muting your audio does not mute your video.
- 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**

VIDEO CALLING FEATURES

To stop your camera from sending video:

- Turn the lens shutter counterclockwise

To toggle your display from video to your phone's home screen:

- Press the **Call list** softkey

To toggle your display from your phone's home screen to video:

- Press the **Show video** softkey

To enable and disable the Picture in Picture (PIP):

- Press the **PIP** softkey
- Note:** Continue to press the PIP softkey to reposition the PIP window.

To toggle between viewing yourself full screen and in the PIP:

- Press the **Swap** softkey

NOTES

* Assigned to lines requiring this functionality
