### 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

#### To call Voicemail from an outside line:

- Metro: Dial (201) 692-7600
   Florham: Dial (973) 443-8100
- Press option 1 to access your voice mailbox
- Enter your Mailbox ID Number followed by #
- Enter your PIN followed by #

*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.

# Main Menu: Press 1 To play new messages:

<u>or</u>

Press 3 To review old (saved) messages:

#### **During Message Review**

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

#### After Message Review

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

## Press 2 To send a message:

- · Record your message
- Enter the extension <u>or</u> spell the name of the person or distribution list followed by #
- Press # to confirm
- Press 9 1 to add a name
- Press # to send <u>or</u> choose 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:

Voicemail Menu Map

#### 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 <u>or</u> back up

0 Help

##
Number
and
spelling
entry

toggle

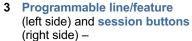


#### Reference Card:

### Cisco 8851 IP Phone

with Unity Connection Voicemail

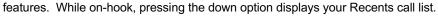
- Handset light strip Indicates an incoming call (flashing red) or new voicemail message (solid red).
- 2 Phone screen The header displays the primary phone number, date & time and enabled features. The body displays line, feature and call information. The footer displays the softkey labels.



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 book pression



- 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 step-by-step instructions inside).
- 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 <u>or</u> Missed calls), Settings (program Wallpaper, Ringtone, Brightness, and Font size), and Bluetooth.
- 17 Messages Auto-dial access to voicemail.
- 18 Back Returns to the previous screen or menu.
- 19 Handset Phone handset.



#### **PLACING CALLS**

#### To place a call:

- Lift the handset <u>or</u>
   Press the Speaker button <u>or</u>
   Press the Headset button <u>or</u>
   Press the New call softkey <u>or</u>
   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 oncampus 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

#### **CALL HOLD**

#### To place a call on hold:

Press the Hold button

#### To retrieve a held call:

Press the Hold button <u>or</u>
 Press the Resume softkey <u>or</u>
 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

#### **RECEIVING CALLS**

#### To answer an incoming call:

Lift the handset <u>or</u>
 Press the Speaker button <u>or</u>
 Press the Headset button <u>or</u>
 Press the Answer softkey <u>or</u>
 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 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

#### **ENDING CALLS**

#### To end a call:

Replace the handset <u>or</u>
 Press the Speaker button <u>or</u>
 Press the Headset button <u>or</u>
 Press the End call softkey <u>or</u>
 Press the Release button

#### **CALL TRANSFER**

#### To transfer a call:

- Press the Transfer button <u>or</u> Transfer softkey
- Dial the extension number <u>or</u>
  3 + telephone number
- Option: Announce the caller
- Press the Transfer button <u>or</u> Transfer softkey

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

- Press the Cancel softkey
- Press the Resume softkey <u>or</u>
   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 <u>or</u> 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 <u>or</u> Transfer softkey
- Dial \* + the voice mailbox number
- Press the Transfer button <u>or</u> Transfer 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 <u>or</u>
   3 + telephone number <u>or</u>
   Press the <u>Messages</u> button

#### To deactivate call forwarding:

· Press the Forward off softkey

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#### **CONFERENCE CALLING**

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

- While connected to an active call, press the Conference button <u>or</u> Conference softkey
- Dial the next participant
- Option: Announce the conference
- Press the Conference button <u>or</u> 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.

#### **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: 1 3 5 7 9
- Press the Submit softkey
- Press the Exit softkey

Note: Reference PIN tip on back side.