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.

Voicemail Menu Map

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	F. Fwd. 9
Cancel *	Help 0	End #

After Message Review

Repeat 1	Save 2	Delete 3
Reply 4	Fwd. To 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* 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:

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

FDU
Personal. Global. Transformational.

Reference Card:
Cisco 7841 IP Phone
with Unity Connection Voicemail

1 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.

3 Programmable Line and Feature buttons
Solid green: Active call.
Flashing green: Held call.
Flashing amber: Incoming call.
Solid red: Shared line in use.

4 Softkey buttons – Engages the associated feature.

5 Navigation Ring and Select – Used to scroll through menus and highlight active calls and features. While on-hook, pressing the up option displays your Recents call list and pressing the down option displays your programmed Speed Dials.

6 Hold/Resume – Places an active call on hold and retrieves a held call.

7 Conference – Initiates a conference call (refer to the step-by-step instructions inside).

8 Transfer – Initiates a call transfer (refer to the step-by-step instructions inside).

9 Speakerphone – Activates (steady green) and deactivates the speakerphone.

10 Headset – Activates (steady green) and deactivates the optional headset.

11 Mute – Deactivates (steady red) and reactivates the microphone.

12 Keypad – Used to dial phone numbers, enter letters and select menu items that are numerically numbered.

13 Volume – Adjusts the phone's ringer volume while on-hook and the handset, speakerphone and headset volumes while off-hook.

14 Contacts – Access to your Personal and System Directory.

15 Applications – Access to Recents (view by All calls *or* Missed calls) and Preferences (program Ringtone and Contrast).

16 Messages – Auto-dial access to voicemail.

17 Handset – Phone Handset.

PLACING CALLS

To place a call:
- Lift the handset *or*
  Press the **Speaker** button *or*
  Press the **Headset** button *or*
  Press the **New call** softkey *or*
  Press a line button
- 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 dial an extension number:
- Dial the **4**-digit extension number
Note: **#** is no longer needed for on-campus 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 **SpeedDial** softkey

CALL HOLD

To place a call on hold:
- Press the **Hold** button

To retrieve a held call:
- Press the **Hold** button *or*
  Press the **Resume** softkey *or*
  Press the flashing line button

To toggle between held calls on the same line:
- Press the flashing line button

To toggle between held calls on different lines:
- Press the flashing line button

RECEIVING CALLS

To answer an incoming call:
- Lift the handset *or*
  Press the **Speaker** button *or*
  Press the **Headset** button *or*
  Press the **Answer** softkey *or*
  Press flashing line button

To answer a second incoming call:
- Press the flashing line button

To answer a call on a shared line:
- Press the flashing line 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 **DND** softkey

CALL PICKUP
Assigned to lines requiring this functionality

To answer a ringing call on a call pickup group members phone:
- Go off-hook
- Press the **PickUp** softkey

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 TRANSFER

To transfer a call:
- Press the **Transfer** button *or* **Transfer** softkey
- Dial the extension number *or* **3** + telephone number
- *Option: Announce the caller*
- Press the **Transfer** button *or* **Transfer** softkey

If no answer or the line is busy:
- Press the **Cancel** softkey
- Press the **Resume** softkey *or* Press the flashing line 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 *or* **Transfer** softkey
- Press the flashing line button
- Press the **Yes** softkey to confirm and complete the transfer

To transfer a call directly to a voice mailbox:
- Press the **Transfer** button *or* **Transfer** softkey
- Dial ***** + the voice mailbox number
- Press the **Transfer** button *or* **Transfer** softkey

CALL FORWARD ALL CALLS

To immediately forward all your incoming calls to another number:
- While on-hook, press the **Fwd All** softkey
- Dial the extension number *or* **3** + telephone number *or* Press the **Messages** button

To deactivate call forwarding:
- Press the **Fwd Off** softkey

CONFERENCE CALLING

To place up to a 6-way conference call:
- While connected to an active call, press the **Conference** button *or* **Conference** softkey
- Dial the next participant
- *Option: Announce the conference*
- Press the **Conference** button *or* **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 flashing line button
- Press the **Yes** softkey to confirm and complete the transfer

To view conference participants:
- Press the **Details** 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.