### Unity Connection Voice Mail with Unified Messaging

#### To Call

<table>
<thead>
<tr>
<th>Voicemail from your desk:</th>
<th>Voicemail from an outside line:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Press the Messages button</td>
<td>• Dial (802) 443-6600 or (831) 647-6600; press *, then</td>
</tr>
<tr>
<td>• Enter your PIN followed by #</td>
<td>• Enter your Mailbox ID Number followed by #</td>
</tr>
<tr>
<td>• Enter your Mailbox ID Number followed by #</td>
<td>• Enter your PIN followed by #</td>
</tr>
</tbody>
</table>
| • Enter your PIN followed by # | **Mailbox ID**: 10-digit telephone number  
**Starter PIN**: 6 4 3 3 |

#### Press 1
To play new messages:

- **Repeat** 1  
- **Save** 2  
- **Delete** 3  

#### During Message Review

<table>
<thead>
<tr>
<th>Repeat</th>
<th>Save</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Slow</td>
<td>Vol.</td>
<td>Fast</td>
</tr>
<tr>
<td>Back</td>
<td>Pause</td>
<td>F. Fwd.</td>
</tr>
<tr>
<td>Cancel</td>
<td>Help</td>
<td>End</td>
</tr>
</tbody>
</table>

#### After Message Review

<table>
<thead>
<tr>
<th>Repeat</th>
<th>Save</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reply</td>
<td>Fwd. To</td>
<td>New</td>
</tr>
<tr>
<td>Back</td>
<td>7</td>
<td>8 Prop.</td>
</tr>
<tr>
<td>Cancel</td>
<td>Help</td>
<td>0 New</td>
</tr>
<tr>
<td>#</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### 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 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

#### Main Menu

- **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 7841 IP Phone Quick Reference Card

1. **Handset light strip** – Indicates an incoming call (flashing red) or voicemail message (solid red).
2. **Phone screen** – Displays status, feature and call information.
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 in the display.
5. **Navigation pad and Select button**  
Like a cursor, used to scroll through menus and highlight active calls and features. While on-hook, pressing the up option displays your Recent call list and pressing the down option displays your programmed Speed Dials.
6. **Hold** – Places a call on hold and retrieves a held call.
7. **Conference** – Initiates a conference call.
8. **Transfer** – Initiates a call transfer.
9. **Speakerphone** – Activates (solid green) and deactivates the speakerphone.
10. **Headset** – Activates (solid green) and deactivates the user-provided headset.
11. **Mute** – Deactivates (solid red) and reactivates the microphone.
12. **Keypad** – Allows you to dial phone numbers, enter letter 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** – Personal and Corporate Directory look-up access.
15. **Applications** – Recents (view by All calls or Missed), Preferences (program Ringtone, Contrast, Headset sidetone, and Backlight), Accessories (configure analog headset), and Extension Mobility (only if configured).
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 or Dial the number

**To place a second call on the same line:**
- Press the **Hold** button or Press the **New Call** softkey or Dial the number

**To call an on-site extension:**
- Dial the **4-digit extension number**

**To call an off-site extension:**
- **Middlebury:** Dial #1 + 4-digit ext.
- **Monterey:** Dial #2 + 4-digit ext.
- **Washington:** Dial #3 + 4-digit ext.

**To call an external telephone number:**
- Dial 9 + telephone number

**To call an international number:**
- Dial 9 + 011 + telephone number

**To call Emergency Services:**
- Dial 911 or 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 **SpeedDial** softkey

## CALLING TRANSFERS

**To transfer a call:**
- Press the **Transfer** button or Dial the extension number
- **Option:** Announce the caller
- Press the **Transfer** button or **Transfer** softkey or hang up

**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 Press the flashing line button or Press the **Yes** softkey to confirm and complete the transfer

**To transfer a call to an on-site subscriber’s voice mailbox:**
- Press the **Transfer** button or Dial * + the voice mailbox number or Press the **Transfer** button or **Transfer** softkey or hang up

## ANSWERING 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 the 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

## 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 two held calls on the same line:**
- Press the flashing line button

**To toggle between three or more held calls on the same line:**
- Press the flashing line button or Navigate to the held call or Press the **Resume** softkey

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

## CALL TRANSFER

**To transfer a call:**
- Press the **Transfer** button or Dial the extension number or **Option:** Announce the caller or Press the **Transfer** button or **Transfer** softkey or hang up

**If no answer or the line is busy:**
- Press the **Cancel** softkey or Press the **Resume** softkey or Press the flashing line button

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**To transfer a call to an on-site subscriber’s voice mailbox:**
- Press the **Transfer** button or Dial * + the voice mailbox number or Press the **Transfer** button or **Transfer** softkey or hang up

## 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

## CONFERENCE CALLING

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

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

**To remove a participant:**
- Navigate to the participant to remove or Press the **Remove** softkey

**To toggle between held calls on the same line:**
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- 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 Press the flashing line button or **Option:** Announce the conference or Press the **Conference** button or **Conference** softkey

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

**To remove a participant:**
- Navigate to the participant to remove or Press the **Remove** softkey

**To toggle between held calls on the same line:**
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**To transfer a call:**
- Press the **Transfer** button or Dial the extension number or **Option:** Announce the caller or Press the **Transfer** button or **Transfer** softkey or hang up

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

**To answer a ringing or live call to voicemail:**
- Press the **Decline** softkey

**To immediately forward a ringing or live call to voicemail:**
- Press the **Decline** softkey

## CALL PICKUP**

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

**To put a call on hold at one phone and retrieve it at another:**
- Press the **Park** softkey or Press the **Exit** softkey

**To retrieve a parked call:**
- Dial the park number: 168X

**To be notified when an unavailable extension becomes available:**
- On a ring no answer or busy, press the **CallBack** softkey or Press the **Exit** softkey

Upon callback alert:
- Press the **Dial** softkey

## SELF CARE PORTAL

**To customize your phone with speed dials and other options:**
- Enter into a web browser: myphone.middlebury.edu or myphone.middlebury.edu
- If you are not already signed-in, you may be prompted to do so with the Middlebury SSO page

**NOTES**

* Domestic numbers only.
** If programmed on your line.