### Unity Connection Voice Mail

**with Unified Messaging**

#### To Call

**Voicemail from your desk:**
- Press the Messages button
- Enter your PIN followed by #

**Voicemail from another extension:**
- Press the Messages button
- Press *
- Enter your Mailbox ID Number followed by #
- Enter your PIN followed by #

**Voicemail from an outside line:**
- Dial (802) 443-6600 or (831) 647-6600; press *, then
- Enter your Mailbox ID Number followed by #
- Enter your PIN followed by #

**Mailbox ID:** 10-digit telephone number

**Starter PIN:** 6 4 3 3

#### During Message Review

| Press 1 | To play new messages:  
|---------|-----------------------|
| Press 3 | To review old (saved) messages:  

**Repeat**
- Save
- Delete

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**Cancel**
- *
- Help
- End
- #

#### After Message Review

**Repeat**
- Save
- Delete

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**Cancel**
- *
- Help
- New
- #

#### 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**
8. **Send message**

### 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 8851 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 feature buttons**
   - (left side)
   - (right side) –
   - **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 down option displays your Recent call list.
6. **Release button** – Disconnects from an active call.
7. **Hold** – Places a call on hold and retrieves a held call.
8. **Conference** – Initiates a conference call.
9. **Transfer** – Initiates a call transfer.
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 user-provided headset.
13. **Keypad** – Allows you to dial phone numbers, enter letter 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** – Personal and Corporate Directory look-up access.
16. **Applications** – Recent calls (view by All calls or Missed calls), Settings (program Wallpaper, Ringtone, Brightness, Video, Font size, Phone name, Call notifications, Headset sidetone, and Merge alert), Bluetooth (8851), Accessories (configure analog headset) and Extension Mobility (if configured).
17. **Messages** – Auto-dial access to voicemail.
18. **Back button** – Returns to the previous screen or window.
19. **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 session button
  Press the dial the number

To place a second call on the same line:
• Press the next idle session button
  Dial the number

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

To call an off-site extension:
  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 Speed dial softkey

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 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

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 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 or
  Transfer softkey
  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 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 or
  Transfer softkey
  Press the Active calls softkey
  Navigate to the held call
  Press the Transfer softkey

To end a call:
• Replace the handset or
  Press the Speaker button or
  Press the Headset button or
  Press the End call softkey or
  Press the Release button

CALL PICKUP**
To answer a ringing call on a call pickup group members phone:
• Go off-hook
  Press the Pickup softkey

** If programmed on your line.

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 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

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 + telephone number or
  Press the Messages button

To deactivate call forwarding:
• Press the Forward off softkey
  * Domestic numbers only.

DO NOT DISTURB
To disable/re-enable the ringer for all incoming calls:
• While on-hook, press the Do not disturb softkey

DECLINE
To immediately forward a ringing or live call to voicemail:
• Press the Decline 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: 168X

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:
• Dial the park number: 168X

CALLBACK CALLING
To be notified when an unavailable extension becomes available:
• On a ring no answer or busy,
  press the Call back softkey
  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
  If you are not already signed-in, you may be prompted to do so
  with the Middlebury SSO page