

# Unity Connection Voice Mail

## with Unified Messaging



# Cisco 8851 IP Phone Quick Reference Card

<b>To Call</b>	<p><b>Voicemail from your desk:</b></p> <ul style="list-style-type: none"> <li>Press the <b>Messages</b> button</li> <li>Enter your <b>PIN</b> followed by #</li> </ul> <p><b>Voicemail from another extension:</b></p> <ul style="list-style-type: none"> <li>Press the <b>Messages</b> button</li> <li>Press *</li> <li>Enter your <b>Mailbox ID Number</b> followed by #</li> <li>Enter your <b>PIN</b> followed by #</li> </ul>	<p><b>Voicemail from an outside line:</b></p> <ul style="list-style-type: none"> <li>Dial <b>(802) 443-6600</b> <i>or</i> <b>(831) 647-6600</b>; press *, then</li> <li>Enter your <b>Mailbox ID Number</b> followed by #</li> <li>Enter your <b>PIN</b> followed by #</li> </ul> <p><b>Mailbox ID: 10-digit telephone number</b> <b>Starter PIN: 6 4 3 3</b></p>																								
	<p><b>Press 1 To play new messages:</b></p> <p><i>or</i></p> <p><b>Press 3 To review old (saved) messages:</b></p>	<p><b>During Message Review</b></p> <table border="1"> <tr> <td>Repeat <b>1</b></td> <td>Save <b>2</b></td> <td>Delete <b>3</b></td> </tr> <tr> <td>Slow <b>4</b></td> <td>Vol. <b>5</b></td> <td>Fast <b>6</b></td> </tr> <tr> <td>Back <b>7</b></td> <td>Pause <b>8</b></td> <td>F. Fwd. <b>9</b></td> </tr> <tr> <td>Cancel <b>*</b></td> <td>Help <b>0</b></td> <td>End <b>#</b></td> </tr> </table>	Repeat <b>1</b>	Save <b>2</b>	Delete <b>3</b>	Slow <b>4</b>	Vol. <b>5</b>	Fast <b>6</b>	Back <b>7</b>	Pause <b>8</b>	F. Fwd. <b>9</b>	Cancel <b>*</b>	Help <b>0</b>	End <b>#</b>	<p><b>After Message Review</b></p> <table border="1"> <tr> <td>Repeat <b>1</b></td> <td>Save <b>2</b></td> <td>Delete <b>3</b></td> </tr> <tr> <td>Reply <b>4</b></td> <td>Fwd. To <b>5</b></td> <td>New <b>6</b></td> </tr> <tr> <td>Back <b>7</b></td> <td><b>8</b></td> <td>Prop. <b>9</b></td> </tr> <tr> <td>Cancel <b>*</b></td> <td>Help <b>0</b></td> <td>New <b>#</b></td> </tr> </table>	Repeat <b>1</b>	Save <b>2</b>	Delete <b>3</b>	Reply <b>4</b>	Fwd. To <b>5</b>	New <b>6</b>	Back <b>7</b>	<b>8</b>	Prop. <b>9</b>	Cancel <b>*</b>	Help <b>0</b>
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<b>Main Menu</b>	<p><b>Press 2 To send a message:</b></p> <ul style="list-style-type: none"> <li>Record your message</li> <li>Enter the extension <i>or</i> spell the name of the person or distribution list followed by #</li> <li>Press # to confirm</li> <li>Press <b>9 1</b> to add a name</li> <li>Press # to send <i>or</i> chose from a message option</li> </ul>	<p><b>Message Options:</b></p> <ul style="list-style-type: none"> <li><b>1</b> Mark message urgent</li> <li><b>2</b> Request return receipt</li> <li><b>3</b> Mark message private</li> <li><b>4</b> Set future delivery</li> <li><b>5</b> Review recording</li> <li><b>6</b> Re-record message</li> <li><b>7</b> Add to the message</li> <li><b>#</b> Send message</li> </ul>																								
	<p><b>Press 4 For setup options:</b></p> <p><b>Press 1 - Greetings:</b> Press <b>1</b> – Edit the standard greeting Press <b>2</b> – Turn on/off alternate greeting Press <b>3</b> – Edit other greetings Press <b>4</b> – Play all greetings</p> <p><b>Press 2 – Message Settings:</b> Press <b>1</b> – Message notification Press <b>3</b> – Menu style Press <b>4</b> – Private lists</p> <p><b>Press 3 – Preferences:</b> Press <b>1</b> – PIN Press <b>2</b> – Recorded name Press <b>3</b> – Directory listing</p>	<p><b>Tips:</b></p> <ul style="list-style-type: none"> <li>* Exit <i>or</i> back up</li> <li>0 Help</li> <li>## Number and spelling entry toggle</li> </ul>																								

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- Handset light strip** – Indicates an incoming call (flashing red) or voicemail message (solid red).
  - Phone screen** – Displays status, feature and call information.
  - Programmable feature buttons** (left side) **and session buttons** (right side) –  
**Solid green:** Active call.  
**Flashing green:** Held call.  
**Flashing amber:** Incoming call.  
**Solid 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.
  - 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 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).
  - Messages** – Auto-dial access to voicemail.
  - Back** button – Returns to the previous screen or window.
  - 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
- 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:

- **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 **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 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 *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 *or*  
Press the **Release** button

## 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 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.

## 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