

Unity Connection Voice Mail

with Unified Messaging



Cisco 7821 Quick Reference Card

To Call	<p>Voicemail from your desk:</p> <ul style="list-style-type: none"> Press the Messages button Enter your PIN followed by # <p>Mailbox ID: 5-digit extension Starter PIN: 1 2 3 4 5</p>	<p>Voicemail from an outside line:</p> <ul style="list-style-type: none"> Dial (978) 619-5665 Enter your Mailbox ID Number followed by # Enter your PIN followed by # 																														
	<table border="1"> <tr> <td rowspan="4" style="vertical-align: top;"> <p>Press 1 To play new messages:</p> <p><i>or</i></p> <p>Press 3 To review old (saved) messages:</p> </td> <td colspan="3">During Message Review</td> <td colspan="3">After Message Review</td> </tr> <tr> <td>Repeat 1</td> <td>Save 2</td> <td>Delete 3</td> <td>Repeat 1</td> <td>Save 2</td> <td>Delete 3</td> </tr> <tr> <td>Slow 4</td> <td>Vol. 5</td> <td>Fast 6</td> <td>Reply 4</td> <td>Fwd. To 5</td> <td>New 6</td> </tr> <tr> <td>Back 7</td> <td>Pause 8</td> <td>F. Fwd. 9</td> <td>Back 7</td> <td>8</td> <td>Prop. 9</td> </tr> <tr> <td>Cancel *</td> <td>Help 0</td> <td>End #</td> <td>Cancel *</td> <td>Help 0</td> <td>New #</td> </tr> </table>		<p>Press 1 To play new messages:</p> <p><i>or</i></p> <p>Press 3 To review old (saved) messages:</p>	During Message Review			After Message Review			Repeat 1	Save 2	Delete 3	Repeat 1	Save 2	Delete 3	Slow 4	Vol. 5	Fast 6	Reply 4	Fwd. To 5	New 6	Back 7	Pause 8	F. Fwd. 9	Back 7	8	Prop. 9	Cancel *	Help 0	End #	Cancel *	Help 0
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Main Menu	<p>Press 2 To send a message:</p> <ul style="list-style-type: none"> Record your message Enter the extension <i>or</i> spell the name of the person or distribution list followed by # Press # to confirm Press 9 1 to add a name Press # to send <i>or</i> chose from a message option 	<p>Message Options:</p> <ul style="list-style-type: none"> 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 																														
	<p>Press 4 For setup options:</p> <p>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</p> <p>Press 2 – Message Settings: Press 1 – Message notification Press 3 – Menu style Press 4 – Private lists</p> <p>Press 3 – Preferences: Press 1 – PIN Press 2 – Recorded name Press 3 – Directory listing</p>	<p>Tips:</p> <ul style="list-style-type: none"> * Exit <i>or</i> back up 0 Help ## Number and spelling entry toggle 																														

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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 Line and Feature buttons**
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 up option displays your Recent call list and pressing the down option displays your programmed Speed Dials.
 - Hold** – Places a call on hold and retrieves a held call.
 - Conference** – Initiates a conference call.
 - Transfer** – Initiates a call transfer.
 - Speakerphone** – Activates (solid green) and deactivates the speakerphone.
 - Headset** – Activates (solid green) and deactivates the user-provided headset.
 - Mute** – Deactivates (solid red) and reactivates the microphone.
 - 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 handset, speakerphone and headset volumes while off-hook.
 - Contacts** – Personal and Corporate Directory look-up access.
 - 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).
 - Messages** – Auto-dial access to voicemail.
 - 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 call an extension number:

- Dial the 5-digit extension number

To call the Receptionist:

- Dial **0**

To call an external telephone number:

- Dial **9 + 1 + 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

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 PICK UP

To answer a ringing call on a call pickup group members phone:

- Go off-hook
- Press the **PickUp** softkey

SINGLE NUMBER REACH (SNR)

To activate/deactivate SNR from your desk phone:

- Press the **Mobility** softkey
- Press the **Select** softkey to **Enable/Disable Mobile Connect**

To switch from your desk to your remote phone:

- Press the **Mobility** softkey
- Press the **Select** softkey to **Send call to Mobile Phone**
- Answer your remote phone

To switch from your remote phone to your desk phone:

- Hang up the call on your remote phone
- Press the line button your desk phone

DECLINE

To immediately forward a ringing call to voicemail:

- Press the **Decline** 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 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
- Navigate to the held call
- 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
- Dial the extension number *or* **9 + 1 + telephone 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
- Press the flashing line button
- Press the **Yes** softkey to confirm and complete the transfer

To transfer a call to a subscriber's voice mailbox:

- Press the **Transfer** button
- Dial * + the voice mailbox number
- Press the **Transfer** button *or* **Transfer** softkey *or* hang up

CALL PARK

To put a call on hold at one phone and retrieve it at another:

- Press the **Park** softkey
- Hang up

Note: Displayed park number: **8000X**

To retrieve a parked call:

- Dial the park number: **8000X**

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* **9 + 1 + telephone number** *or*
Press the **Messages** button

To deactivate call forwarding:

- Press the **Fwd Off** softkey

DO NOT DISTURB

To disable/re-enable the ringer for all incoming calls:

- While on-hook, press the **DND** softkey

CONFERENCE CALLING

To place up to a 16-way conference call:

- While connected to an active call, press the **Conference** button
- 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
- Press the flashing line button
- Press the **Yes** softkey to confirm and complete the conference

To view conference participants:

- Press the **Details** softkey

To remove a participant:

- Navigate to the participant to remove
- Press the **Remove** softkey

CONFERENCE NOW

To dial into the 16-way conference service:

- Dial: **(978) 619-5660**
- Enter a meeting number: **(Host's 5-digit extension) + #**
- If you are the host, enter your PIN: _____, if not, press **#**

If not the host:

- Enter the Attendee access code: **(default: 1 2 3 4 5) + #**

Note: If the host has not yet arrived, you will be placed in the waiting room.